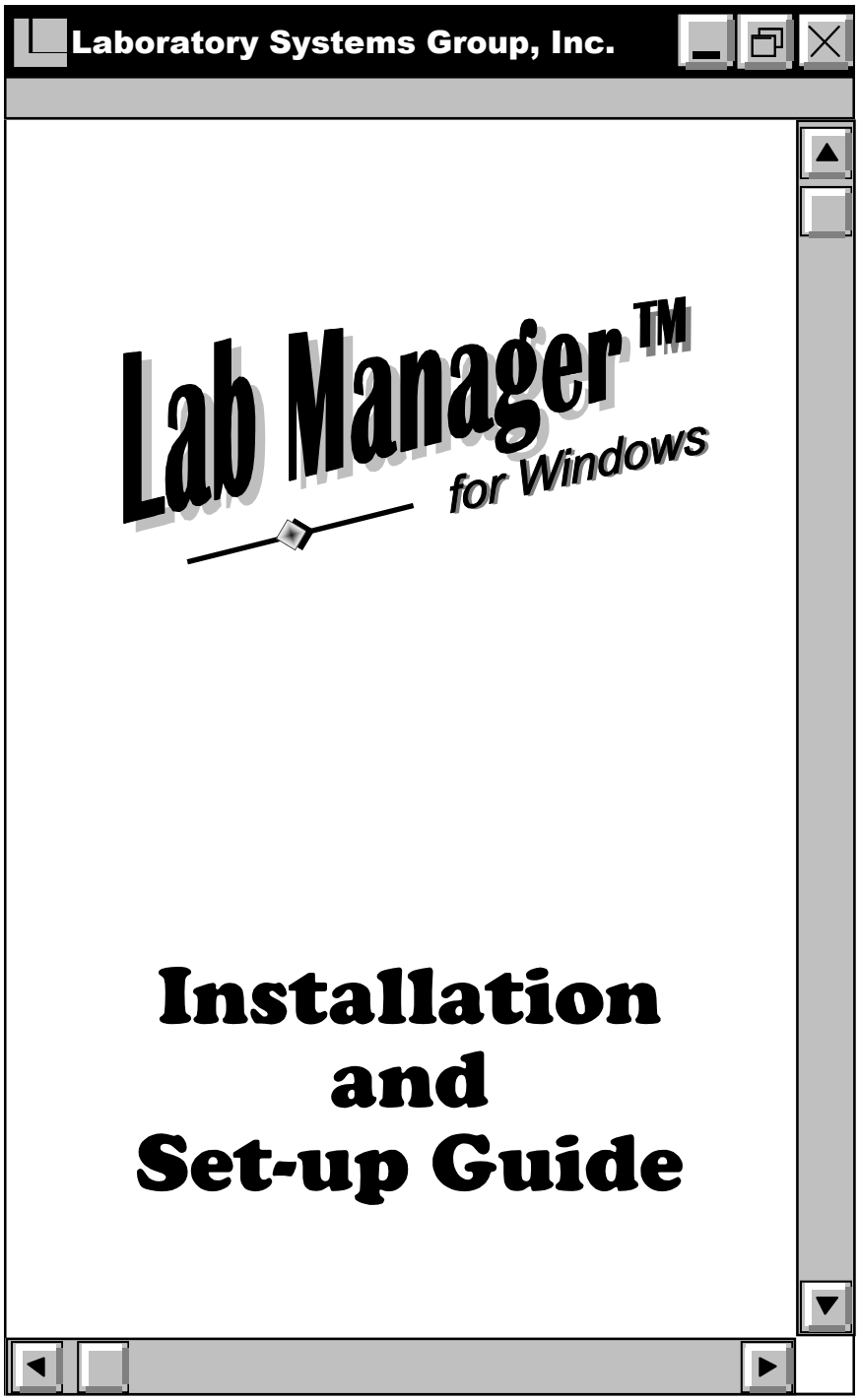
Laboratory Systems Group, Inc.
Lab Manager™
for Windows
Installation
and
Set-up Guide

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Demonstration Mode

Current Lab Manager users can skip to page 12, the following is for those wishing to see a demonstration of Lab Manager.

Thank you for your interest in Lab Manager, the most popular management software package in the dental laboratory industry today. Enclosed, you will find our information packet describing Lab Manager, complete with current pricing, a new working demo you can run on your computer and this small Installation and Set-up Guide.

This Installation and Set-up Guide will help you to install the program (page 12) and aid in getting started. ***Because this demo version comes with sample data, you can skip the Set-up section of the "Installation and Set-up Guide" (page 14). However, you should read the Overview section (page 20) and the Quick Start section (page 30). These two sections will help you get the most out of Lab Manager.*** Keep in mind that this demo will do everything but end-of-month processing and it will not allow you to store your name, address, or logo.

Here are just a few reasons why **Lab Manager** and Laboratory Systems Group are the right combination for your dental laboratory.

Software designed to think like a lab owner. Lab Manager is designed to follow the flow of the case through your lab. As a result, it is more natural for you to learn and use.

More than an invoice generator. Running a business requires much more than just generating invoices. Among other things, you need to monitor what you are selling, to which accounts and where the trends are. **Lab Manager** gives you the tools to control and analyze your business all in one package.

Help the way you want it. We believe in supporting our users beyond just selling software. We offer fast, friendly, phone support, specializing in helping first time users, and a quarterly newsletter filled with "how to's" on a wide variety of **Lab Manager** related topics. If you choose to use our professional invoice and statement forms, (see samples enclosed) you will save money every day due to our huge buying power.

Affordability. Keep in mind that all business software has four costs associated with it--first time purchase, ongoing support, upgrades, and business forms. When you compare, we think you'll find **Lab Manager** is the most affordable solution for your dental lab.

We invite you to call us on our toll free sales number, 800-677-1120, 8 a.m. to Noon and 1 p.m. to 5 p.m. MST, to discuss your needs with our sales or support staff.

Technical Support

Voice: (602) 264-5913
(8am-Noon & 1pm-5pm, Mon-Fri)
Fax: (602) 279-3633
E-mail: Support@labsysgrp.com

Lab Manager Features

CASE ENTRY: The heart of the system, each case is entered into the computer as it is received in the lab. The computer assigns a number to each case automatically. Case entry is as easy as "filling in the blanks" on the screen. With very little practice, cases can be entered and scheduled in seconds.

Locating a case in the computer is easy. A case can be located by searching for any one of several items including the doctor number or patient's name.

AUTOMATIC SCHEDULING: (Scheduling Module) A case is scheduled using the production steps defined for each product defined by the user. The USER pre-defines the maximum number of units per day the laboratory can complete. The user also pre-defines the non-working days (such as Saturdays, Sundays, and holidays). Any case can be manually scheduled at any time.

DOCTOR INFORMATION: Lab Manager keeps track of important account information such as name, address, and phone number. Other important data such as credit limit; payment status, discounts, and special preferences can also be defined.

TECHNICIAN INFORMATION: (Schedule Module) Lab Manager keeps track of the technician's name, address, phone number, social security number, month to date production, year to date production, and hours worked.

PRODUCT INFORMATION: This is information on each product that the lab sells. Information such as the product description, code, retail price for each of the 12 price lists, production steps used to make this product, and the department. An unlimited number of departments can be defined, each with their own set of products. A special user definable product code provides a means to summarize product usage for the more important products.

PRODUCTION STEP INFORMATION: (Scheduling Module) Production steps are the individual steps used to produce a given product. With each step, Lab Manager stores the step description, code, production time in days, step value (for technician production), and the maximum number of this step that can be done in one day in the lab.

MATERIAL INFORMATION: Part of the inventory control system, Lab Manager stores information on materials such as gold, teeth, and attach-

ments. The following information is maintained on each Material: description, code, units (pennyweight, ounce, each,) quantity in stock, percent mark up, re-order point, re-order quantity, vendor, quantity sold year to date, cost sold year to date.

VENDOR INFORMATION: Lab Manager also keeps information on each of the lab's vendors. Information such as name, address, phone number, contact, credit terms, and special instructions are stored.

MARKETING INFORMATION: Information on potential accounts can be stored in this file for marketing purposes. Store their name, address, contact, birthday, seminars attended, materials sent, last contact date, and follow up date. Use this information to create mailing labels and marketing letters.

SALESPERSON INFORMATION: Information on sales people can be kept in this file including name, address, social security number, area, and commission rate.

WORK TICKETS: (Scheduling Module) A work ticket is printed for each case that is entered. This work order accompanies the case through the laboratory, and includes the following information.

- Doctor's name, patient's name, case number, date entered, date due. The doctor's name and related information can be optionally suppressed if desired.
- All products involved, along with tooth numbers relating to each product and shade.
- Doctor's standing orders (preferences).
- Each production step involved and the computed date of completion for each step (Scheduling Module).

CASE ENTRY REPORTS: An almost unlimited number of case related reports can be printed.

INVOICING: When a case is finished, case information such as materials used, shipping charges, misc. charges, and discounts can be added or updated. The system can then print invoices, calculating the sales tax (where applicable) automatically. The invoices are designed to be mailed using our double windowed envelope or they can be used as a shipping label using one of our shipping envelopes Several invoice forms to choose from including plain paper forms.

QUALITY CONTROL: A custom designed quality control sheet of the lab's own design can be automatically attached to each Invoice. Multiple QC sheets can be defined and keyed to the different departments to allow the computer to automatically select the QC sheet that fits the work shown on the Invoice.

INVOICE REGISTER: The Invoice register can be printed listing and totaling all invoices for the month or for any specific date(s) within the

month, quarter, or year.

PAYMENTS, CREDITS, DISCOUNTS AND ADJUSTMENTS: Payments are entered quickly and easily from the keyboard as they are received. A Cash Receipts Journal can be printed daily or as needed. Special credits and discounts can be entered in the same way that the payments are entered but are summarized separately.

STATEMENTS: After the last case for the month has been invoiced, the statements can be printed. Statements detail all account activity for the month, listing all invoices by case number and patient's name, along with all payments by check number. Total of current charges, as well as 30, 60, and 90 day balances are shown. An optional sales message or other greeting can be printed on the statement. The printed statements can then be folded in half and placed in our double windowed envelope for mailing. This means that what previously required hours could now be accomplished in just a few minutes.

AGED TRIAL BALANCE: This report can be printed at any time to summarize each of the doctor's accounts. The report shows the total of any payments made, current charges, 30, 60, and 90 day past due balances, etc.

LEDGER CARD: Shows account information, past due balances, current charges, payments, and ending balances all on an easy to read screen for a given account.

PRODUCTION ACCOUNTING: (Production Module) Lab Manager includes several production related reports to show sales, unit counts, and remakes.

MATERIAL RELATED REPORTS: These reports are provided to show how much of each material is currently in stock, how much of each material has been used, and which materials need re-ordering.

DELIVERY LIST: A list designed to be given to the delivery person listing cases to be delivered automatically organized by route. This report can also include “Pick-ups.”

ARCHIVE SEARCHES: Lab Manager provides a simple means to find old cases that have long since been returned to the doctor. Search by patient, account, case number, pan number, etc. There is NO limit to the number of months or years of data that can be stored.

MULTI-MONTH REPORT SUMMARIES: Sales, production, and remake summaries can be created spanning any time period that Lab Manager has been in use. Compare monthly sales side by side. Graph this data and/or export it to a spreadsheet program using Lab Manager's graph and export functions. Lab Manager is designed to interface directly to Microsoft Excel making it easy to create spread sheets of the lab’s data.

ELECTRONIC MANUAL: Built into Lab Manager is a comprehensive help system. Click on the big **HELP** button next to the Exit/Quit button at the Main Menu for the answers to many of your questions.

In addition to this feature, a complete printable version of the Lab Manager manual comes on each Lab Manager CD. The manual is in the DOCS directory of the CD and is in Microsoft Word 6.0 format and in Adobe Acrobat 4.0 format. The manual can be printed, searched, and/or read page by page.

If you have Microsoft Word or Adobe Acrobat, you can simply load this document and print it like any other document. You can also copy these files to your computer and when opened you can search for information on your screen.

Lab Manager's helpful drop-down lists offer assistance wherever an account, product, case, technician, material, or a department number is required. To assure accuracy, the user need only click on the drop down list box beside the field and choose the desired item. There is no need to memorize numerous account numbers.

CLINIC DOCTORS SUPPORT: Lab Manager supports clinics and group doctor practices. This allows a group of doctors to be treated as one entity, yet at the same time allow separate sales summaries on the statement for each doctor.

REMAKE REPORTING: Remakes are reported as a function of sales, and of production so you will know the value of the remakes and the number of unites.

SALES TAX REPORTING: To make sales tax reporting easy, Lab Manager will summarize all sales for each tax jurisdiction. Lab Manager will automatically apply the sales tax rate appropriate to each of the dentist-clients.

STATE REGISTRATION NUMBER AND REGISTRATION DATE: Required in some states, a state registration number and date can be defined if necessary, and will automatically be printed on all correspondence to the doctor.

PASSWORDS: Lab Manager supports powerful security options that allow assigning passwords to individuals or groups of individuals (if desired). With each password, the user can define which menu options, and reports the user of that password will have access to.

EXPORT DATA: Lab Manager information can be exported to most any database or spreadsheet program. Use this feature to export sales or production information to a spreadsheet program for the ultimate in custom reporting and graphing.

Bar-Coding

Overview

Bar-coding systems have been available for some time now, but some systems we have studied have been only marginally helpful. Bar-coding is not for everyone, nor is it right for every application.

Laboratory Systems Group, Inc. has spent many years studying the use of Bar-codes in the dental laboratory industry and has identified the areas and procedures that lend themselves best to bar-coding.

Lab Manager currently offers bar-coding to aid in technician production, material inventory control, time-card data collection, and delivery and shipping management. In the future, bar-coding features may be expanded to include quality control, marketing, and case tracking.

We believe that bar-coding is here to stay, and we intend to use this technology to it's fullest.

Technician Production

This module adds Bar-codes to the work ticket which, when scanned, updates the proper technician production files and notifies the computer which production steps have been completed, by whom, and when. This information, in turn, can be used to print reports which include the Technician Production Summary, Technician Production Detail Report, and the “Cases Due, but not yet Finished” Report.

Material Inventory Control

Using the TW-II Pocket Bar-code Scanner, the user can take inventory (LM 6) by scanning Bar-coded labels placed onto material boxes or bins identifying each billable material and then enter the quantity currently in stock into the Bar-code reader, just as a number is typed into a calculator. After identifying and counting each material in this way, the data is downloaded to Lab Manager with a couple of key strokes updating the inventory level.

Shipping and Delivery Management

With Lab Manager’s shipping department module and a Bar-code reader, Lab Manger can display a list of the cases that need to be delivered or shipped today. As cases are delivered or prepared for shipping, each is scanned marking it delivered or shipped, preventing cases from falling ***“through the cracks.”***

Time Card Data Collection

Using a Bar-code scanner, Lab Manager can collect and report the time employees spend at work, greatly reducing the time spent on that tedious process.

Hardware Required

A 500 MHz computer with at least 128Meg of RAM. Lab Manager bar-coding software with appropriate drivers, and bar-coding device of choice.

Lab Manager supports several types

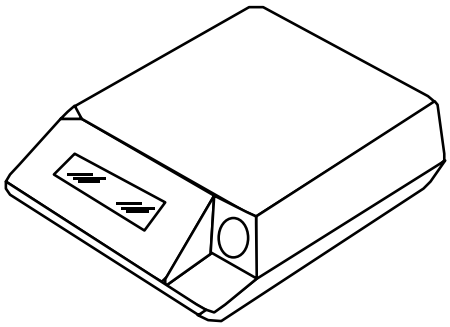
of bar-coding devices (LM 5 supports fewer) including hand held wands, laser scanners, and portable pocket size scanners. In the hand held wand category, two major systems are supported; single station and multi-station.

Single Station Scanner

(Support by LM 6 only) This Bar-code reader is typically used with Lab Manager's shipping department module to scan shipped or delivered cases, but can also be used as a single station technician production scanner and/or time card scanner.

The single station reader is conveniently connected between the keyboard and the computer; installation takes only about 30 seconds.

Multi-station Scanner

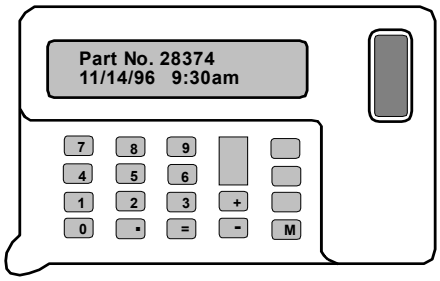


These scanners are used to track technician production and time card information, but can **not** be used with our shipping department module or inventory control.

The first station in a multi-station system connects to one of the computer's serial ports via a protocol adapter. The second station connects to the first via a standard 6 conductor phone cable of any length (not to exceed a total of 2,000 feet). The third connects to the back of the second, and so on. Up to 32 stations can be connected to one computer in this manner.

The multi-station Bar-code readers support two types of readers; a hand held wand and a gun style laser scanner.

Pocket Sized Scanner



The pocket size scanner looks much like a hand-held calculator, with a two line alpha-numeric display and a keyboard and is typically used to scan technician production, inventory control and/or time card data collection.

To scan a Bar-code, simply press the large rectangular button on the keyboard and slide the pointed edge of the pocket scanner across the Bar-code. The Bar-code information is displayed in plain English on the display of the scanner. Hundreds of Bar-codes can be scanned in this way, each stored in the hand held device. To transfer the data in the hand held scanner to the computer, place the scanner into the down-loader/charger, select the appropriate Lab Manager function and the information is sent to the computer updating the proper files.

Touch Monitors

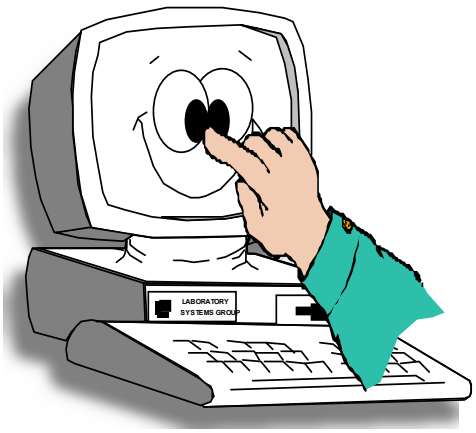
The power of touch is yours when you use one of our touch monitors.

A touch monitor is a special computer monitor that looks like an ordinary monitor but has a touch sensitive material applied to the glass portion of the screen. When the monitor is touched with a finger, special circuitry inside the monitor calculates the exact position your finger touched the screen and then passes that information on to a special driver in the computer which, in turn, converts the information into equivalent mouse actions. This means that when you touch a picture of a button on the screen, the computer acts as if you just clicked on the button with a mouse.

For inexperienced computer users, a touch monitor is easier to use than a mouse because it does not require as much hand-eye coordination; simply point and touch.

Although touch monitors can be used with most all software, they are easier to use with programs designed with large buttons to accommodate big fingers. Lab Manager's use of large buttons throughout the program lends itself very nicely to touch monitor use. Further more, Lab Manager has specially designed screens for the shipping department and technician production areas that make them ideal for touch screen use.

Using a touch monitor in these locations makes a lot of sense because there is no need for a mouse or keyboard to get in the way. Dust and other contaminants won't affect a touch monitor like they do to a mouse or keyboard and they require less training. Simply set up a computer with a touch monitor in that department or area of the lab, connect the computer to your main computer with the appropriate network stuff, install Lab Manager on the computer and you are ready to go.



Installation

Check to see that you have:

- Lab Manager CD.
- IBM compatible computer.
- Windows 98se or higher.
- 50 Megabytes of free space on the hard drive.
- At least 128 Meg. RAM
- 500 MHz or higher processor.
- ZIP drive for backups

Installation in Windows 98/ME/2000/XP

Insert the CD into the drive. If the auto-start function in your computer is **ON,** the install program will begin after about 7 seconds. Follow the prompts to install.

If the auto-start is OFF, follow the install instructions shown below to install Manually.

- Click on the **START** button
- Click on **RUN**
- Type D:\Net\setup.exe (D: represents the drive letter of your CD ROM. Substitute the appropriate letter, if necessary.
- Click **ENTER** and follow the computer prompts.
- Close the set-up program when it is complete and re-boot your computer.
- If the computers in your office are linked together via a network, repeat the installation on each of the workstations.
- On each of the workstations: Open Lab Manager and proceed to the **Utility Menu.** Click on **Change Company, Edit Database Location, Find Company.** Locate the drive of the computer that the data is located on, double click, double click on **LMWin32,** click on **LMData.mdb.**

Starting Lab Manager

The installation program adds Lab Manager to the Windows **Start Menu** with two icons in it. The Lab Manager Icon can be used to start the Lab Manager program. The second Icon, Lab Manager Utilities, is used to Backup Lab Manager data to a ZIP drive and to repair and compact the Lab Manager database should it get damaged.

It is important to backup your data on a daily basis. For more information on backing up your data, see page 24 in this manual.

Updating Your Data

If you are a current user of Lab Manager and this installation is to update the program to a newer version, be sure to Update your data by going to the Utility Menu and clicking on Update Data button and follow the prompts.

If you need technical support, call (602) 264-5913, Monday through Friday, between the hours of 8:00am until noon and 1:00pm until 5:00pm MST. New users receive an initial period of support with their purchase. For more information on phone support, see page 29.

Adding a Short Cut to Windows 98/ME/2000/XP

If you would like to add an Icon to the desktop, copy the Lab Manager shortcut from the program group to the desktop by

- Placing the mouse on the LM icon, press and hold right mouse button as you drag it to the desktop and release. Then left click on "Create Shortcut(s) Here"
- The icon has now been placed.
- Close the Lab Manager Group.

Where to find Help

Help is available from the following sources;

- The **Help button** at the Main Menu next to the Exit/Quit button. This takes you to Lab Manager's complete help system.
- The **printed manual**. This manual can be found in both Word and PDF format on the Lab Manager CD in the DOCS directory.
- At the bottom of each form is a single help line that changes as you move from field to field on the screen.
- Helpful **Videos** can be found on the Lab Manager CD in the Videos folder. To view a video, simply locate the video you wish to see and double click on it.
- The LSG **website** located at www.labsysgrp.com contains a support area and a user forum to help you find answers to your questions.
- **Telephone support**. Refer to page 29 for more details.

As always, if you have trouble installing Lab Manager, you may call us at 1-602-264-5913 during office hours.

Technical Support

Voice: (602) 264-5913
(8am-Noon & 1pm-5pm, Mon-Fri)
Fax: (602) 279-3633
E-mail: Support@labsysgrp.com
Mail: 1718 E. Rose Lane
Phoenix, AZ 85016

The Lab Manager Manual

Print a copy of the manual.

A complete copy of the manual in Microsoft Word document format can be found on the Lab Manager CD in the DOCS directory.

Virus Protection Notice

Laboratory Systems Group, Inc. takes computer viruses very seriously and has several levels of virus detection and protection in place to protect you from receiving computer viruses from one of our program or update CDs. ***You may rest assured that every effort has been taken to guarantee that each of our CDs are free of contamination.***

If your computer has some form of virus protection, installing this update may cause your computer to display a message warning that one or more Lab Manager programs have changed. ***Do not be concerned***. Your virus protection program is simply reporting the truth. Each time a program is updated it changes in size and in other ways. To stop the warning message you must instruct your virus protection program to **UPDATE** it's program information.

Set Up

Three Easy Steps to get Lab Manager up and running.

Step 1:
Starting Lab Manager:

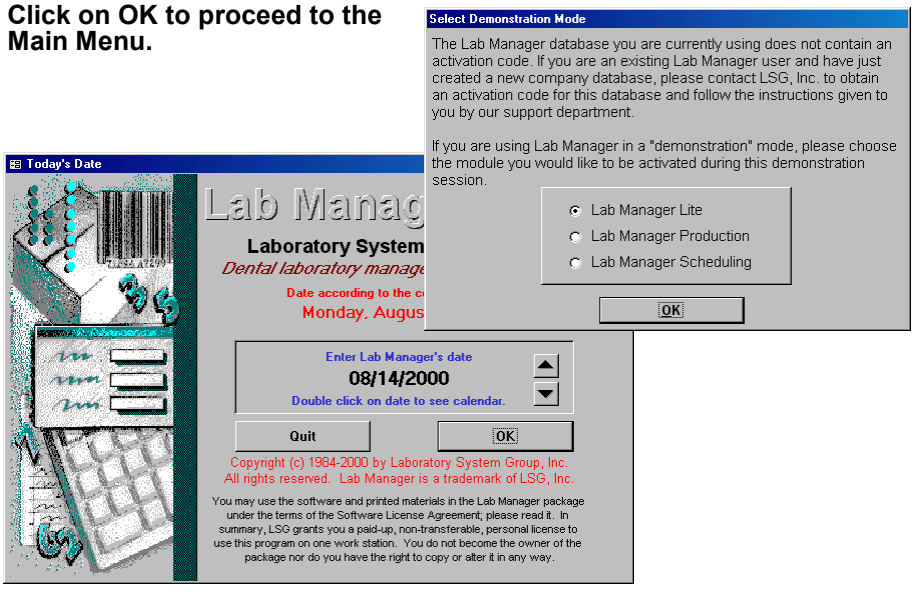
To start **Lab Manager,** click on the **Start** button, click on **Programs**, click on the **Lab Manager** group, and then click on **Lab Manager**.

Step 2: Choose Demonstration Mode:

If you are a **first time user** or have just installed an update, choose a demonstration mode and click **OK**. This allows the user to see what features exist in each of Lab Manager's modules. If you are an **existing user**, simply click **OK** to start Lab Manager, proceed to Utility Menu. Click on Change Company and choose **Current Month** to connect to your existing data.

Enter Today's Date: Lab Manager next displays the Banner screen. Here you enter today's date. The default date is set by the computer's own internal clock/calendar and should always be correct, however, if you wish Lab Manager to think it is some other day, click on the up arrow to increase the date or the down arrow to decrease the date. It can also be edited directly by double clicking on the date to display a calendar, from which a date can be selected.

Click on OK to proceed to the Main Menu.


Select Demonstration Mode
The Lab Manager database you are currently using does not contain an activation code. If you are an existing Lab Manager user and have just created a new company database, please contact LSG, Inc. to obtain an activation code for this database and follow the instructions given to you by our support department.
If you are using Lab Manager in a "demonstration" mode, please choose the module you would like to be activated during this demonstration session.
Lab Manager Lite
Lab Manager Production
Lab Manager Scheduling
OK
Today's Date
Laboratory System
Enter Lab Manager's date
08/14/2000
Double click on date to see calendar.
Quit
OK
Copyright (c) 1984-2000 by Laboratory System Group, Inc.
All rights reserved. Lab Manager is a trademark of LSG, Inc.
You may use the software and printed materials in the Lab Manager package under the terms of the Software License Agreement; please read it. In summary, LSG grants you a paid-up, non-transferable, personal license to use this program on one work station. You do not become the owner of the package nor do you have the right to copy or alter it in any way.

Step 3: Using the Lab Manager Set Up Wizard:

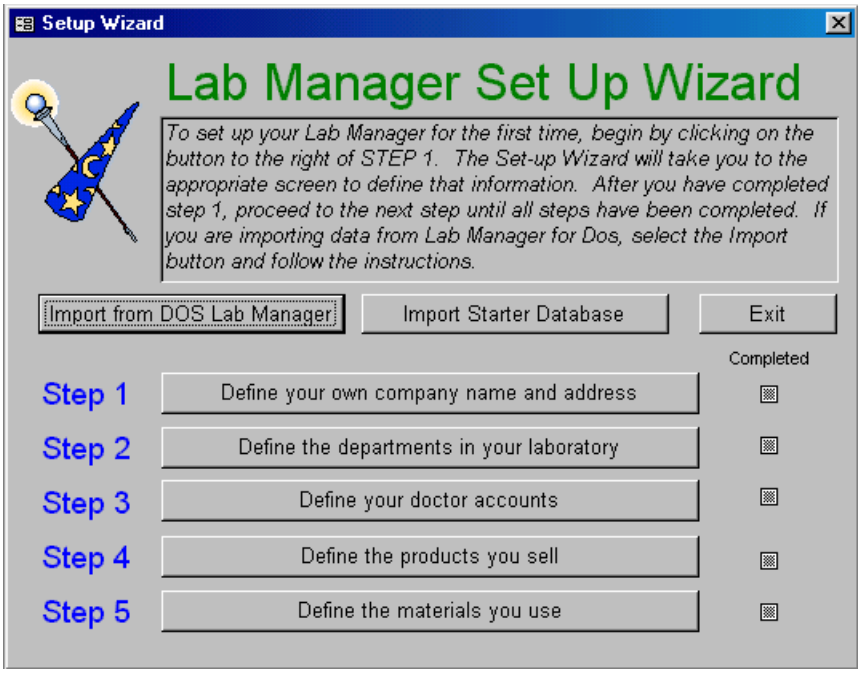
The Set Up Wizard will help you to define some basic information in Lab Manager. This information includes your own company name and address, the names of your accounts, as well as, your department, products, and materials.

To save set up time, the **Import Starter Database** button can be used to add departments and products automatically from one or more of our pre-defined starter databases. Lab Manager includes data for the following lab types; Crown and Bridge, Cast Partial, Denture, Orthodontic, and Government.

If you are installing Lab Manager for the first time and don't have the DOS version 16.05.06 or Lab Manager 97 to transfer data from, start by clicking on **Step 1**, shown below, and work your way through all 5 steps. Additional information can be set up later from the Maintenance Menu.

After completing each step, Lab Manager will automatically place a check mark in the **Completed** box indicating that you have finished that step. If you click on the **Exit** button before completing all 5 steps, the Set Up Wizard will be displayed the next time you start Lab Manager .

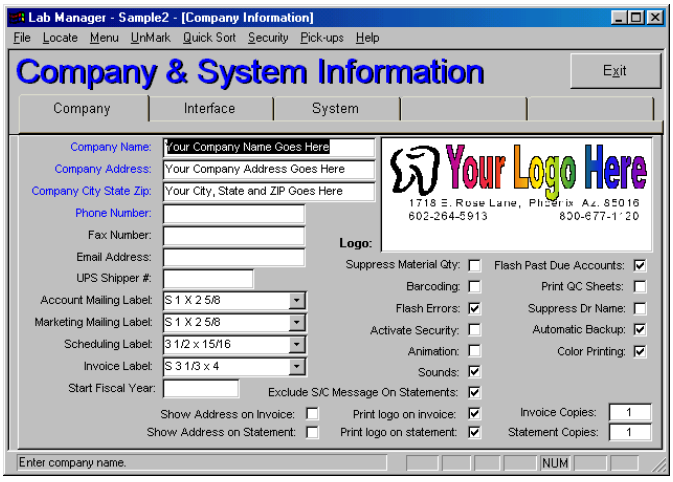
If you simply do not wish to complete one or more of the above steps now, but would rather do it later without the help of the Set Up Wizard, you may force the Set Up Wizard into thinking it is done by placing a check in each of the completed boxes by clicking on them. ***Click on the Exit button after completing all 5 steps.***


Setup Wizard
Lab Manager Set Up Wizard
To set up your Lab Manager for the first time, begin by clicking on the button to the right of STEP 1. The Set-up Wizard will take you to the appropriate screen to define that information. After you have completed step 1, proceed to the next step until all steps have been completed. If you are importing data from Lab Manager for Dos, select the Import button and follow the instructions.
Import from DOS Lab Manager
Import Starter Database
Exit
Completed
Step 1
Define your own company name and address
Step 2
Define the departments in your laboratory
Step 3
Define your doctor accounts
Step 4
Define the products you sell
Step 5
Define the materials you use

Step 1 at the Set Up Wizard:
Define your own company name and address

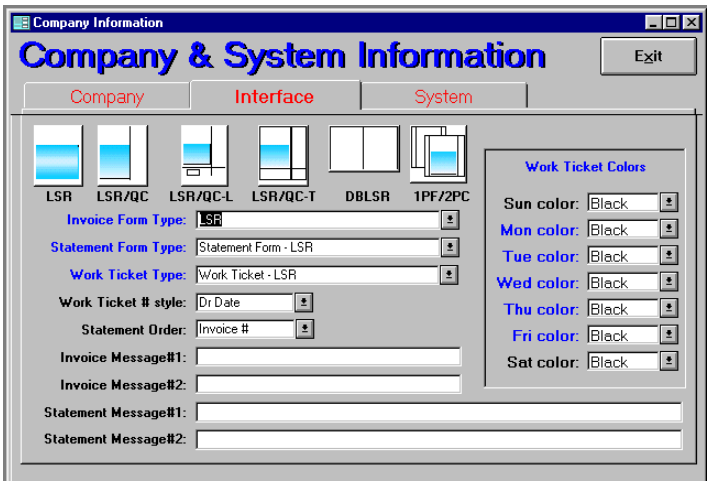
Use this screen to define the name of your laboratory, the address, and phone number. The items, or fields, in **blue** are the most important items and must be defined. The fields in black are optional and can be skipped for now.

NOTE: If the program is in demonstration mode, Lab Manager will not allow you to store your own company name and address or logo. This feature is activated once the program is purchased or

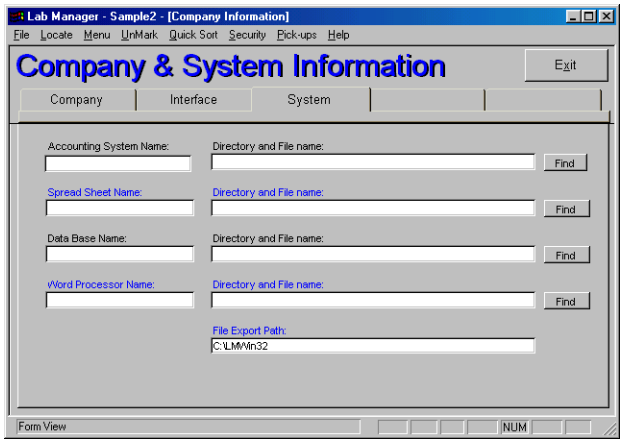


Click on the **Interface** tab to further customize Lab Manager. Things like the style of the work ticket, invoice, and statement are selected here. If you are using a color printer, you can select colors for each day of the week to color code the work ticket. This will help you to spot when a case is due out.

NOTE: Samples of the form types can be found on pages 26-28 in this manual



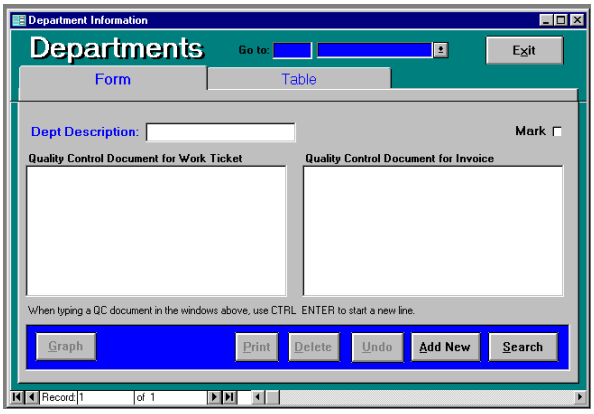
The **System** tab is used to define where Microsoft Excel and Microsoft Word are stored on the hard drive so that Lab Manager can export data to them upon request. If you don't have these programs, don't worry, just leave this screen empty. This information can be entered or changed at any time later. **Click on the EXIT button to return to the Set Up Wizard.** Answer **Yes** to the question, "Was this portion completed successfully?"



NOTE: This screen should be left as is. It is not necessary to define this information for Lab Manager to export data.

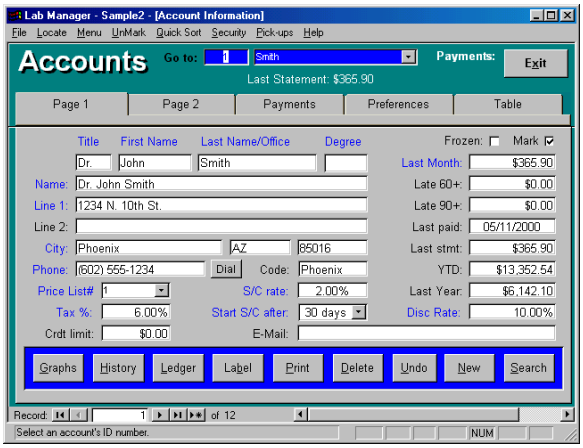
Step 2 at the Set Up Wizard: Define the departments in your laboratory

Type in the name of one of your major departments, such as Crown & Bridge, Denture, or Orthodontic. If you have more than one department, Click on the Add New button to add another department. Repeat until all of your departments have been defined. **After defining all your departments, click on the EXIT button to return to the Set Up Wizard.** Answer **Yes** to the question, "Was this portion completed successfully?"



Note: Departments MUST be defined. Each Product and Material must be assigned to a Department. Without a Department, some of Lab Manager's reports will not be accurate. Also, certain areas in Lab Manager will not operate properly.

Step 3 at the Set Up Wizard: Define your Doctor accounts



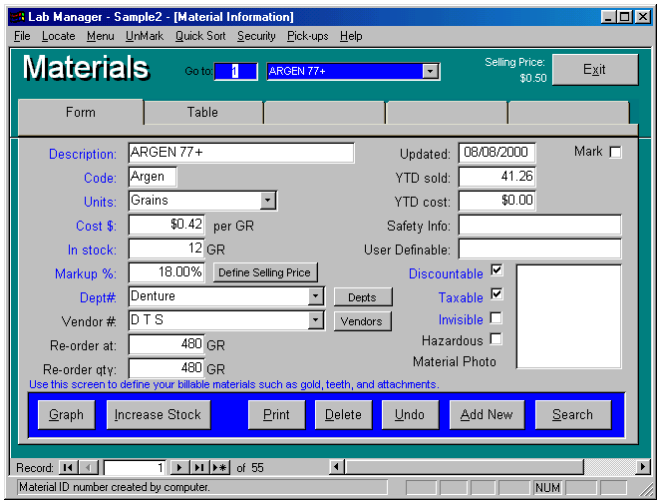
Fill in the areas in blue for your first account starting with his or her title, continue with the first name, last name, and degree (if any). After pressing ENTER at the degree field, the doctor's name will be shown all together in the name field. If the account is a clinic office containing several doctors, skip the title and first name fields and place the name of the office into the Last Name field. Then continue filling out the rest of the blue fields. Click on the New button to add another doctor. Remember you can always add doctors later. **After defining all your accounts, click on the EXIT button to return to the Set Up Wizard.** Answer **Yes** to the question, "Was this portion completed successfully?"

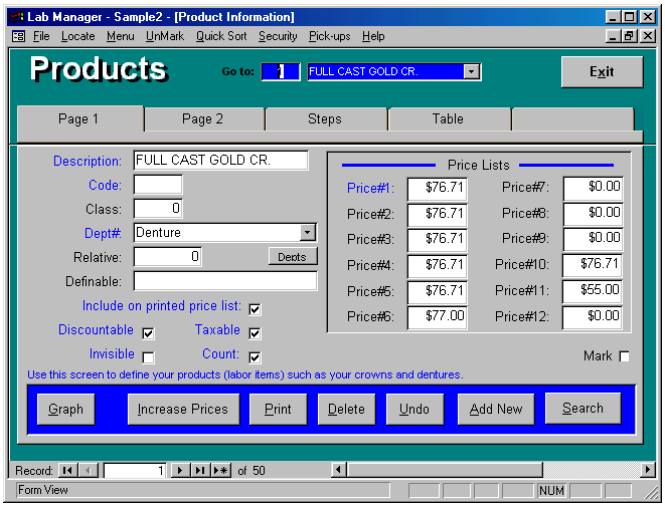
Step 4 at the Set Up Wizard: Define the products you sell

Define here only the labor items. Materials such as gold are defined later in the material area. Start with the description, such as, Porcelain to Non-Precious, then proceed to the code field (optional). Use the Dept # drop down list to assign the product to one of your departments. Define the selling price for the product next to Price#1. Click on the Add New button to add another product. **After defining all your products, click on the EXIT button to return to the Set Up Wizard.** Answer **Yes** to the question, "Was this portion completed successfully?"

Step 5 at the Set Up Wizard:
Define the materials you use

Here is where you define the things that you inventory, such as, gold, teeth, and attachments. Fill in the blue fields and click on the Add New button to add another material. **After defining all your materials, click on the EXIT button to return to the Set Up Wizard.** Answer **Yes** to the question, "Was this portion completed successfully?"

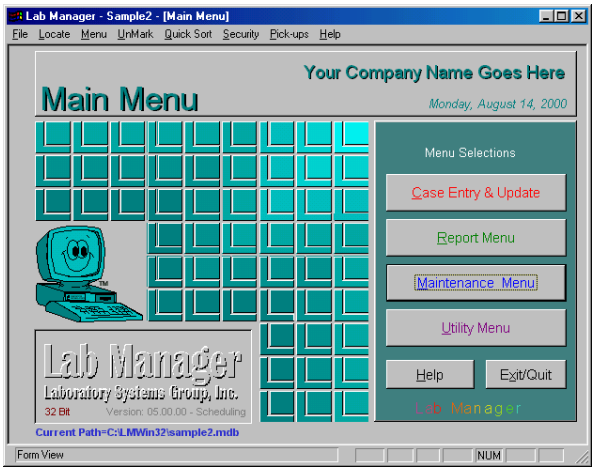




Overview

By now, all of the "Completed" boxes in the Set Up Wizard should be checked which means that the set up process is done. Click on the EXIT button to go to the Main Menu of Lab Manager. It is from here that you will be able to access all of the different areas of Lab Manager. The following is an overview of Lab Manager.

The Main Menu



- Click on the **Case Entry & Update** button to enter, modify, or search for cases or invoices.
- Click on the **Report Menu** button to print a work ticket, invoice, statement, or any of Lab Manager's many reports.
- Click on the **Maintenance Menu** button to add new accounts, departments, products, and materials, or to modify existing ones.
- Click on the **Utility Menu** to perform one of several common utilities such as; Export Lab Manager data to a spreadsheet, word processor, or other programs. Use the button to change to a different company database if you have more than one company set up.
- Click on the Help button to see the on-line help system.
- Use the **Exit/Quit** button to exit lab Manager when finished.

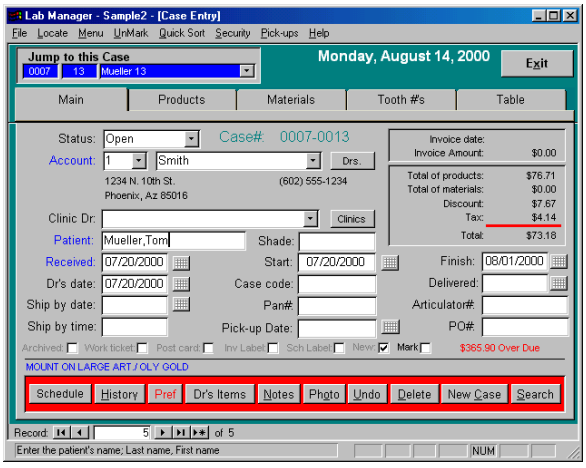
Case Entry & Update

Logging in a case or creating an invoice is as easy as filling in information in the form shown below. The blue fields are required and the black fields are optional. Use the Products tab to add products to a case or invoice, and use the Materials tab to add materials. After you have defined all of the important information and the case is ready to be invoiced, change the **Case Status to Closed.** This means you are finished with the case.

To print an invoice;

- Change the case Status to **Closed.**
- Click on the **EXIT** button to return back to the Main Menu.
- Click on the **Report Menu** button.
- Click on the **Invoice** Button, then click on the **Print** button.

For more information on creating a case or invoice see page 30.

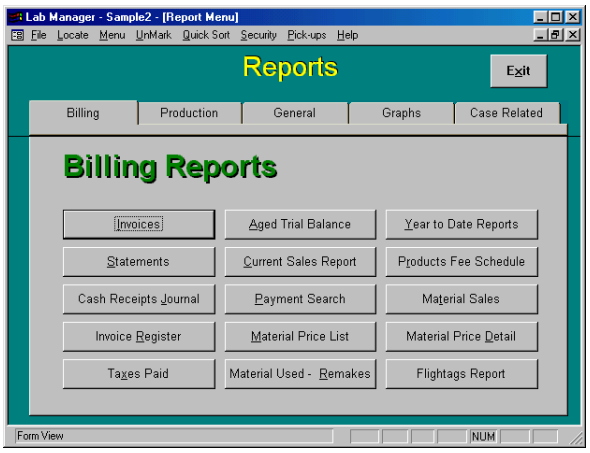


Note: For an example of an actual work ticket, invoice, or statement, see pages 26-28.

The forms listed there are always available from Laboratory Systems Group, Inc. and shipped same day when ordered in the morning. To order forms, call our order line at 800-677-1120.

The Report Menu

The Report Menu is divided into 5 sections as indicated by the 5 tabs at the top of the menu. They include Billing, Production, General, Graphs, and Case Related.



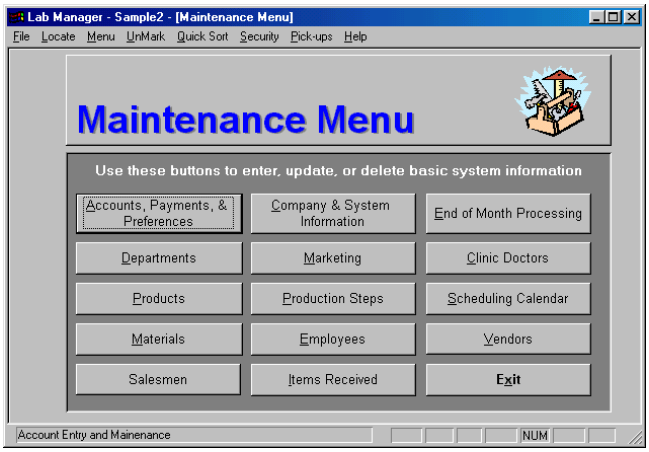
Billing related reports, including invoices and statements, are located on this tab. Many of the report buttons display yet another form showing several additional report variations. Optional search and sort criteria can be found on these forms. Also, most reports can be printed or previewed on the screen.

It is recommended that every lab print these basic reports each month.

- **Cash Receipts Journal** (a list of payments, credits, and discounts)
- **Invoice Register** (a list of invoices)
- **Aged Trial Balance** (a summary of each doctor's current balance)
- **Current Sales Report** (a list of invoices sorted by doctor)

Experiment with the numerous Lab Manager reports. You will find many you can use on a daily, weekly, and monthly basis.

Maintenance Menu



The Maintenance Menu is used to enter new, modify existing, or review existing information on;

- **Accounts** (Your doctors, their payments, and preferences)
- **Departments** (Major departments such as Crown & Bridge)
- **Clinic Doctors** (Multiple doctors in one location)
- **Products** (Such as the items you make)
- **Materials** (The things you purchase from vendors)
- **Company & System Information** (Your company info)

Other information can also be defined including salesmen, marketing contacts, employees, and vendors. Owners of the Scheduling Module can define the Production Steps and Calendar here.

In most of the individual maintenance screens you will find buttons at the bottom of the screen which can be used to display or print graphs, labels, or additional information.

Instructions can often be found on the bottom line of the data entry screen as you move from field to field. Additional assistance can be found by clicking on HELP to access the on-line manual.

Backing Up Your Data

There are several methods to backup Lab Manager's data.

- Lab Manager's Backup Utility to a Zip Drive. (Preferred method)
- Your tape backup program (if you have a tape drive).
- The Windows backup utility.

Installed with the Lab Manager program is a utility that can be defined to launch the backup utility of your choice. The default setting uses the XCOPY program. If you have trouble backing up your data using Lab Manager's utility, consult your Windows Help for other backup options.

To find Lab Manager's utility program, exit Lab Manager and return to Windows. It is important that Lab Manager be closed before attempting to back up it's data.

- Click on the **Start** button.
- Click on **Programs**.
- Click on the **Lab Manager Group.**

Then click on the **Lab Manager Utility**. A window will appear showing three options; Database Maintenance, Format Backup Restore, and Exit.

Click on the **Format Backup Restore** button. Another window will appear showing four more options; Format a Diskette, Backup Data, Restore Data, and Exit.

Click on the **Backup Data** to backup your data to diskette or **Zip** drive. The command next to button can be modified to backup your data to a different drive, directory, or to use a different backup program.

Printers

NOTE: This applies to Dot Matrix printers only.

How to Set Up Your <u>Dot Matrix</u> Printer to Use the Small Forms

Programs designed to operate in Windows rely on the Windows operating system to handle all printing needs. Because of this, if you want to print work tickets, invoices, or statements on our small 6" x 7" form, it is necessary to set up a Windows printer with those form parameters. If you plan to use Lab Manager with our small form and a dot matrix printer, follow these steps in Windows 95/98/ ME/2000/XP.

- Click on the **Start** button
- Click on **Settings**
- Click on **Printers**

If your dot matrix printer is not shown in the Printers windows then double click on the **Add Printer** icon and follow the steps in the **Add Printer Wizard** to select the dot matrix printer you are using. When the **Add Printer Wizard** is finished, a printer Icon will be added to the Printers window.

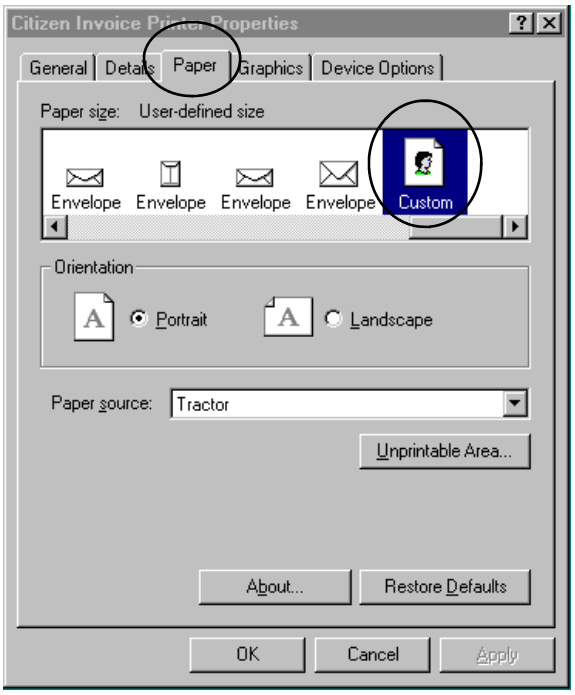
A second printer icon for your dot

matrix printer is needed; one for the small invoice forms and the other for the full size sheets of paper used for printing reports. If you only have one printer icon, repeat the above step to create another.

Change the name of one of the printer icons to **Invoice Printer** by clicking once on the icon, wait for a moment, then click on the description below the icon. The description will become highlighted.

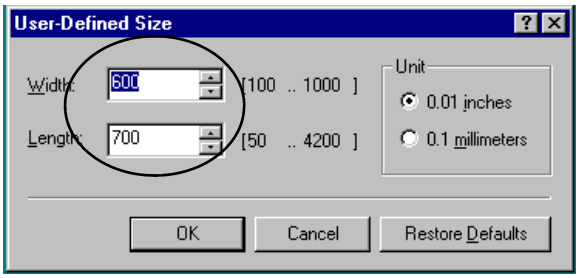
You can now change the description to **Invoice Printer**. Use this same process to change the description of the other printer icon to **Report Printer**.

Right Click on the **Invoice printer** icon and then left click on **Properties**.



Click on the **Paper** Tab and scroll to the far right of the **Paper size** window to **Custom** and then double click on it.

Change the **Width** and **Length** parameters to a Width of 600 and a Length of 700 as shown in the box below.



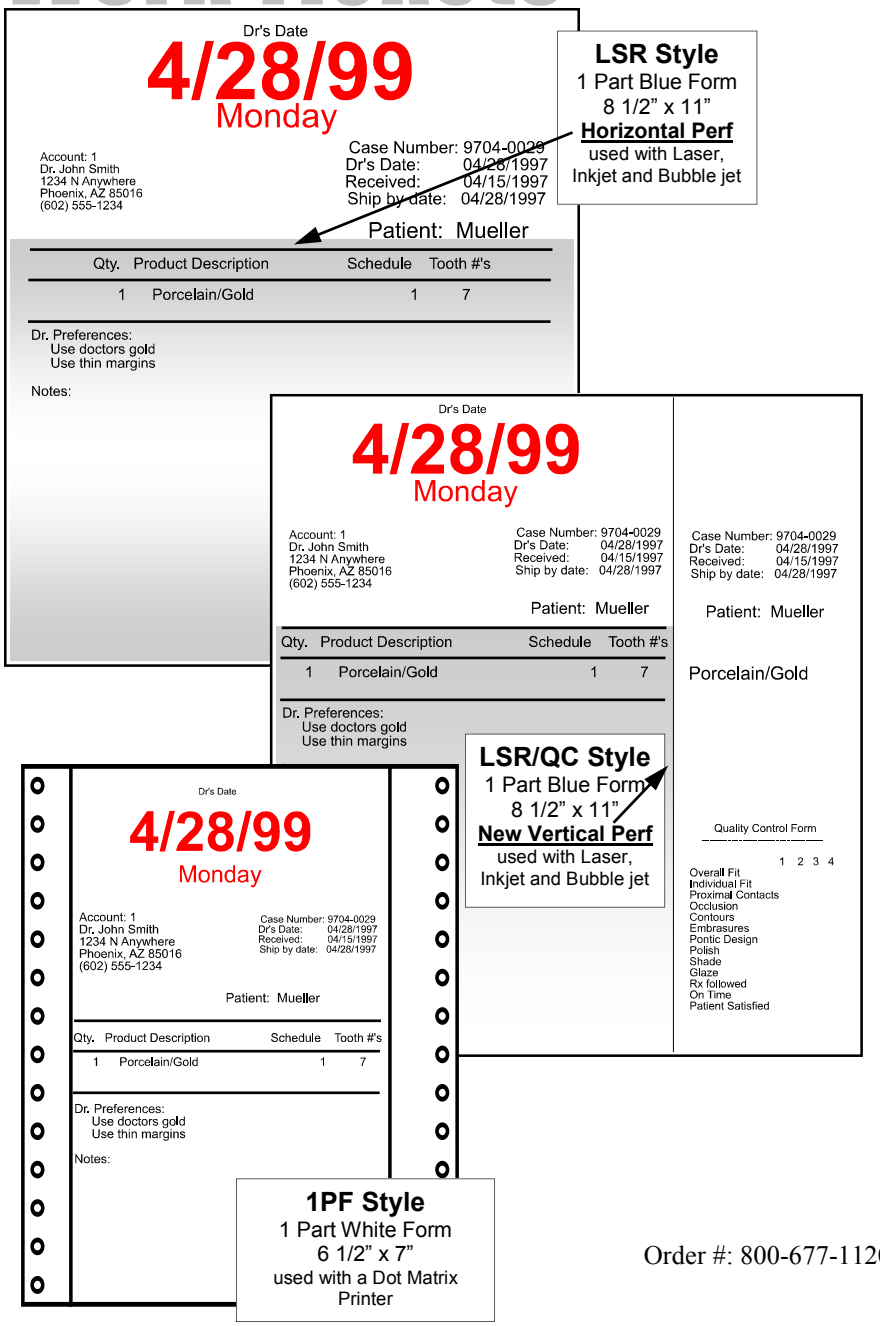
When finished, click on the **OK** button.

In the **Printer Properties** window, click on the **Apply** button then click on the **OK** button.

From now on, set the **Invoice Printer** as the default windows printer when ever you want to print on the 6" x 7" form and select the **Report Printer** when ever you want to print a report.

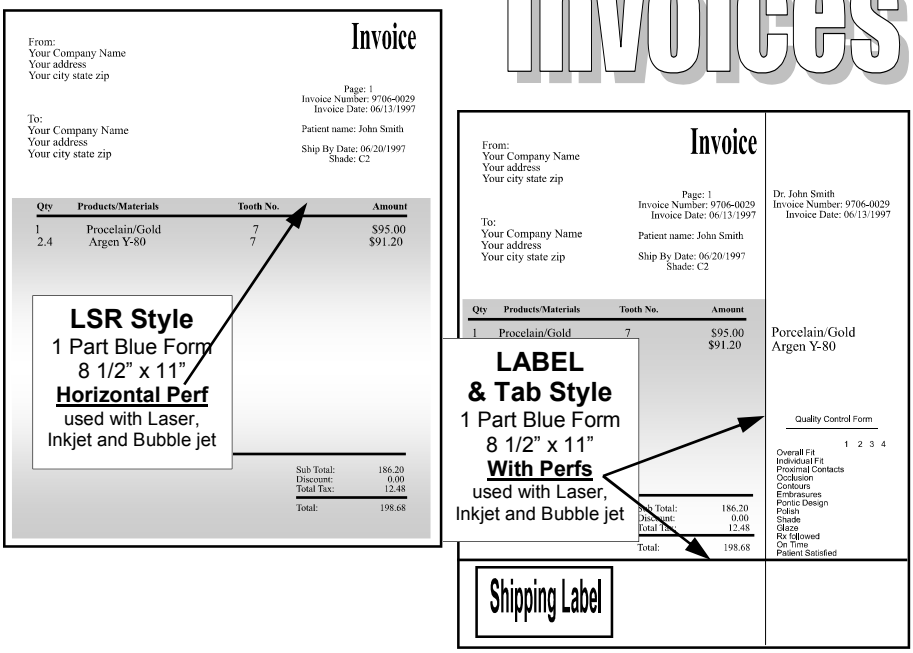
To change the default printer; click on the **Start** button, click on **Settings**, click on **Printers**. In the Printers window, right click on the printer icon you wish to set as the default printer, then left click on **Set As Default**. This printer will remain the default printer until you change it again.

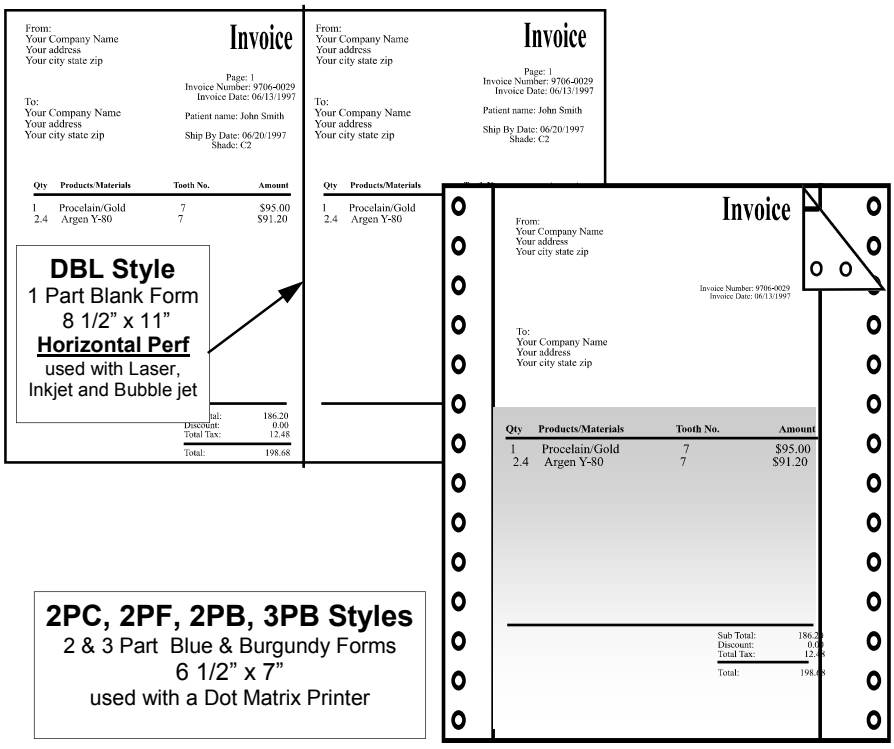
Work Tickets



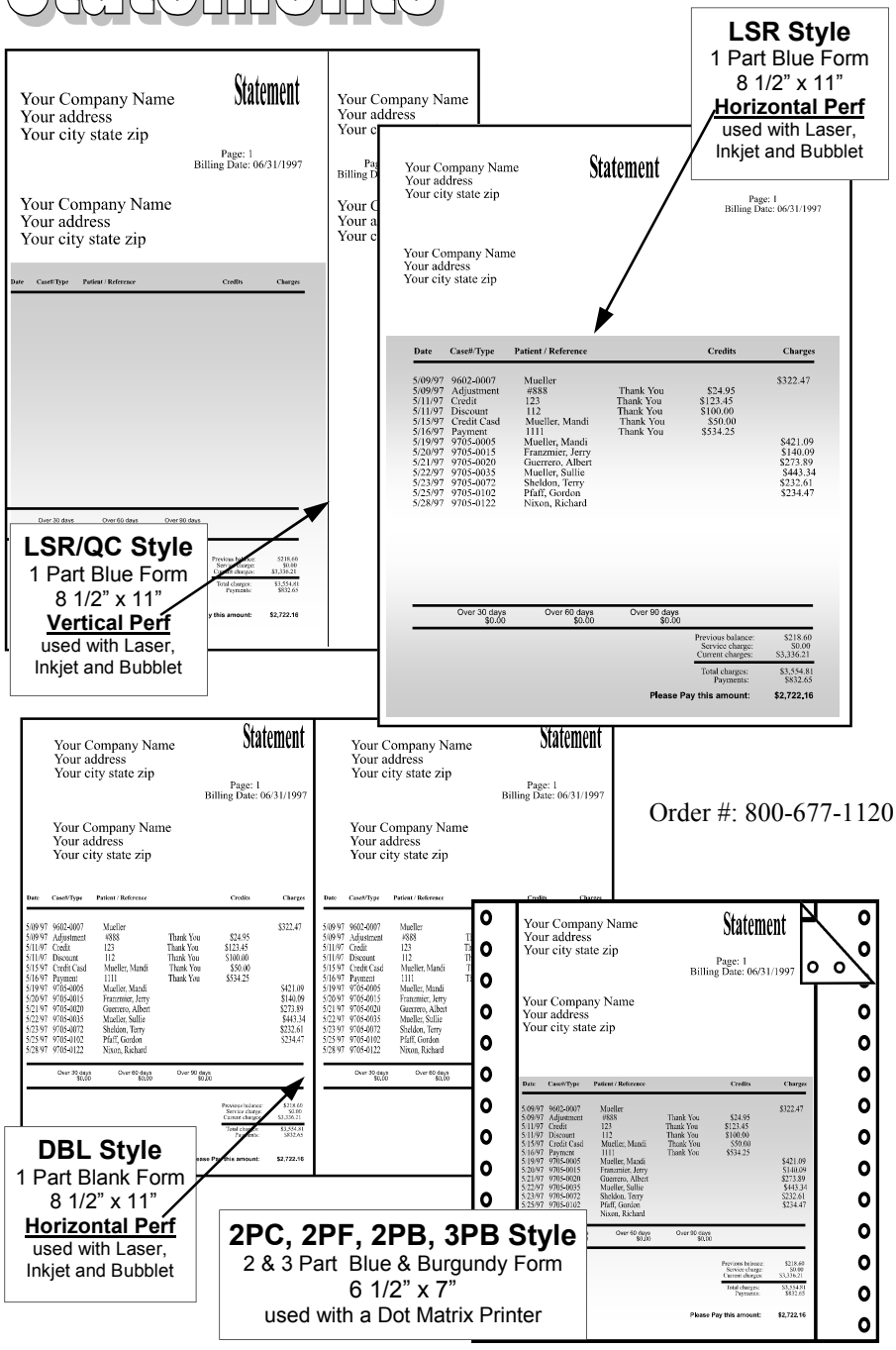
Order #: 800-677-1120

Invoices


Invoice
From:
Your Company Name
Your address
Your city state zip
To:
Your Company Name
Your address
Your city state zip
Page: 1
Invoice Number: 9706-0029
Invoice Date: 06/13/1997
Patient name: John Smith
Ship By Date: 06/20/1997
Shade: C2
Qty Products/Materials Tooth No. Amount
1 Procelain/Gold 7 $95.00
2.4 Argen Y-80 7 $91.20
Sub Total: 186.20
Discount: 0.00
Total Tax: 12.48
Total: 198.68
LSR Style
1 Part Blue Form
8 1/2" x 11"
Horizontal Perf
used with Laser,
Inkjet and Bubble jet
LABEL
& Tab Style
1 Part Blue Form
8 1/2" x 11"
With Perfs
used with Laser,
Inkjet and Bubble jet
Dr. John Smith
Invoice Number: 9706-0029
Invoice Date: 06/13/1997
Porcelain/Gold
Argen Y-80
Quality Control Form
1 2 3 4
Overall Fit
Individual Fit
Proximal Contacts
Occlusion
Contours
Embrasures
Portic Design
Polish
Shade
Glaze
Rx followed
On Time
Patient Satisfied
Shipping Label


Invoice
From:
Your Company Name
Your address
Your city state zip
To:
Your Company Name
Your address
Your city state zip
Page: 1
Invoice Number: 9706-0029
Invoice Date: 06/13/1997
Patient name: John Smith
Ship By Date: 06/20/1997
Shade: C2
Qty Products/Materials Tooth No. Amount
1 Procelain/Gold 7 $95.00
2.4 Argen Y-80 7 $91.20
Sub Total: 186.20
Discount: 0.00
Total Tax: 12.48
Total: 198.68
DBL Style
1 Part Blank Form
8 1/2" x 11"
Horizontal Perf
used with Laser,
Inkjet and Bubble jet
2PC, 2PF, 2PB, 3PB Styles
2 & 3 Part Blue & Burgundy Forms
6 1/2" x 7"
used with a Dot Matrix Printer

Statements


LSR Style
1 Part Blue Form
8 1/2" x 11"
Horizontal Perf
used with Laser, Inkjet and Bubblet
LSR/QC Style
1 Part Blue Form
8 1/2" x 11"
Vertical Perf
used with Laser, Inkjet and Bubblet
DBL Style
1 Part Blank Form
8 1/2" x 11"
Horizontal Perf
used with Laser, Inkjet and Bubblet
2PC, 2PF, 2PB, 3PB Style
2 & 3 Part Blue & Burgundy Form
6 1/2" x 7"
used with a Dot Matrix Printer
Statement
Your Company Name
Your address
Your city state zip
Page: 1
Billing Date: 06/31/1997
Date Case#/Type Patient / Reference Credits Charges
5/09/97 9602-0007 Mueller $322.47
5/09/97 Adjustment #888 Thank You $24.95
5/11/97 Credit 123 Thank You $123.45
5/11/97 Discount 112 Thank You $100.00
5/15/97 Credit Casd Mueller, Mandi Thank You $50.00
5/16/97 Payment 1111 Thank You $534.25
5/19/97 9705-0005 Mueller, Mandi $421.09
5/20/97 9705-0015 Franzmier, Jerry $140.09
5/21/97 9705-0020 Guerrero, Albert $273.89
5/22/97 9705-0035 Mueller, Sallie $443.34
5/23/97 9705-0072 Sheldon, Terry $232.61
5/25/97 9705-0102 Pfaff, Gordon $234.47
5/28/97 9705-0122 Nixon, Richard
Over 30 days $0.00
Over 60 days $0.00
Over 90 days $0.00
Previous balance: $218.60
Service charge: $0.00
Current charges: $3,336.21
Total charges: $3,554.81
Payments: $832.65
Please Pay this amount: $2,722,16

Order #: 800-677-1120

Technical Support

There are six different ways you can receive answers to your questions.

1) **On-screen hints:** These hints appear in Lab Manager in several places on the screen as you use the program.

2) **On-line manual:** This electronic version of our user manual can be accessed most anywhere in Lab Manager by clicking on HELP at the top of the screen.

3) **Printed manual:** A complete printable version of the manual comes on each Lab Manager CD. Copy this to your computer and when opened; the file is able to be searched and printed

4) **Fax:** Brief questions about Lab Manager can be faxed to us at 602-279-3633. Your fax will be answered typically the same day, but could take up to 24 hours.

5) **Email:** Brief questions about Lab Manager can be emailed to us at **support@labsysgrp.com**

6) **Telephone:** If you have tried all of the above and still need help, or you simply need someone to walk you through a process you don't understand, call our support line at 602-264-5913.

Insurance for your business

The pre-paid Support Plan is a form of insurance that no lab should be without. Power surges, personnel changes, computer configuration changes are just some of the things that can cause a catastrophic halt to your business without technical support.

Knowledgeable Technical Team

Our Technical Support Team can help you with everything from backups, data file analysis, network questions and more. Get help with Windows 95, 98, 2000, XP, Microsoft Excel, Word, Publisher and many other software programs.

Technical Support Hours:
Monday through Friday
8 AM to 12 PM & 1PM to 5PM - MST

All calls outside of these hours are After-Hour Support and are billed separately

Support Line (602) 264-5913
Fax Line (602) 279-3633
Email: support@labsysgrp.com

Pre-paid Support Plans	6 Months	12 Months	After Hour Fees
LM Lite Billing Only, Single Computer	*$120*	*$200 Save $40*	**$3.00** per minute **$65** minimum per call With limits
Level 1 Billing & Production, Single Computer	**$240**	**$432** *Save $48*	
Level 2 Scheduling Network Multi-location	**$450**	**$810** *Save $90*	
Level 3 Multi-location Bar-coding Touch-Screens	**$750**	**$1350** *Save $150*	

With No Support Plan		
"Per Call" **Support** For Users with No Pre-Paid Plan **Available by Credit Card Only**	**$3.00** per minute with a **$65 minimum** per call	**$4.00** per minute **$85 Mini-mum** per call

Terms for No Pre-paid Support

If you currently do not have a pre-paid Support Plan; the operator will require a **Visa** or **Master Card** prior to transferring the call to the Technical Support department.

There is an additional charge for email and fax responses.

On-site Training

On-site training is offered separately from the pre-paid phone support plan. Call (800) 677-1120 for pricing and availability.

Our goal is to provide complete customer satisfaction to ensure your success with our products.

Quick Start

A Guide to Invoicing

You have installed your Lab Manager and the Setup Wizard has guided you through the set-up process defining all your accounts, departments, products and materials and now you are ready to invoice cases.....

Entering Cases

1 At the Main Menu, click on the **Case Entry & Update** button.

2 At the case entry screen, click on the **New Case** button.

3 If this case is to be invoiced immediately, change the Status to Closed.

4 Select an account by number or by name using one of the List Boxes next to the Account field. Once an account has been selected, you will see the accounts address and phone number appear on the screen.

5 Press ENTER twice to get to Patient and enter the patient's name. It is best to enter the last name first followed by the first name.

6 All of the other fields on this screen such as Dr's date, Ship by date, Pan#, and Shade are optional. Dates can by typed in or you can select a date using the handy calendar button next to each date field to select the date.

7 To add products to the case, click on the Products tab.

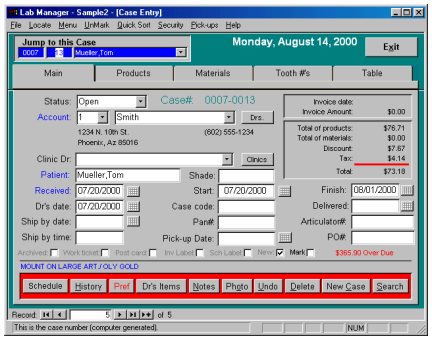


Figure 1

Entering Products

1 Add products by clicking on the List Box in the Product ID or Description column.

2 Select product from List Box.

3 Press ENTER to get to the Qty column. Enter the desired quantity if not one.

4 Move cursor to the next line down if you want to enter another product.

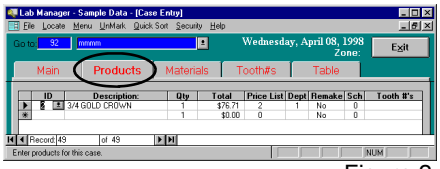


Figure 2

Entering Materials

1 Materials can be entered now or later when the case is finished by clicking on the Materials tab and selecting materials just as the products were selected.

2 Tooth numbers can be defined by typing the tooth#s into the tooth# field (Figures 2 & 3) or by clicking on the Tooth#s tab shown in Figure 1.

3 Move the cursor to the next line if you want to enter another material.

4 Click on the Main tab to return to the main case screen where you can review the case $ totals.

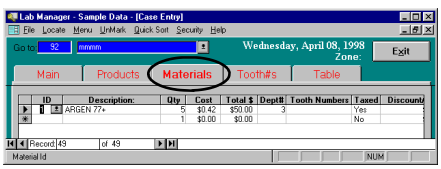


Figure 3

Printing Work Tickets

To print a work ticket, exit the Case Entry screen and return to the Main Menu then click on the Report Menu button. Click on the Production tab found in the Report menu (Figure 4) and then on Work Tickets and finally on Print.

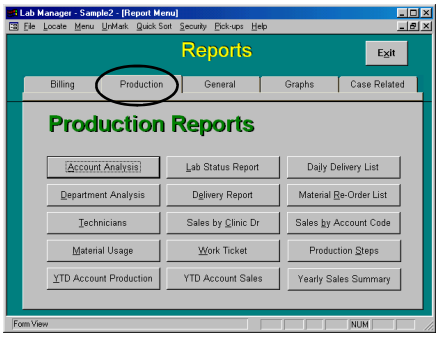


Figure 4

Printing Invoices

There is only one way to correctly print invoices. You must exit the case screen, click on Reports Menu and then click on Invoices (Figure 5). Finally click on the Print button.

After printing the invoices, it is important to answer YES to the question, **"Did all invoices print correctly."** If you don't, the cases will not register as invoiced.

Figure 5

Invoice Register

The invoice register (Figure 5) is usually printed on a daily and monthly basis. The daily report shows all of the invoices for that day and the month-to-date report shows in report format all of the invoices for the month.

If you simply click on the Print or Preview button, the computer will print the default month-to-date report.

This report should be printed at the end of the month just before printing statements.

Cash Receipts Journal

The Cash Receipts Journal (Figure 5) shows all of the payments, credits, discounts, and adjustments for the month or for a given day.

This report should be printed at the end of the month just before printing statements.

Aged Trial Balance

The Aged Trial Balance report (Figure 5) summarizes, for each account, the starting balance, current charges, past due charges, payments, and the total amount due. These balances match those that will be found on the statement and therefore makes this report ideal for checking for errors before printing statements at the end of the month.

This report should be printed at the end of the month just before

Payments

Here are 6 easy-to-follow, steps to enter payments, discounts, and credits.

Payments, credits, discounts, adjustments, and refunded tax can be entered into Lab Manager very easily and usually on a daily or weekly basis. At the very least, payments should be entered at the end of the month before closing. Payments can be in the form of cash, check, or credit card, and all are used to reduce the account's balance.

Step 1: From the Main Menu, click on the "Maintenance Menu" button, then click on the "Accounts, Payments, and Preferences" button. This will display your first doctor account.

Step 2: Locate the account for whom the payment, credit, discount, or adjustment is to be applied. This can be done by using one of the "Go To" fields at the top of the screen.

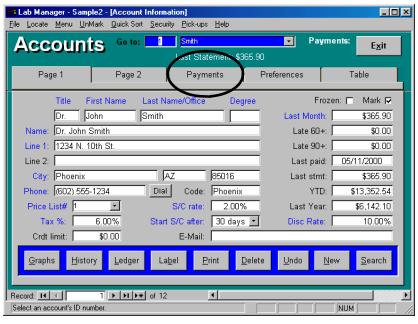


Figure 1

Step 3: Once the account is on the screen, click on the Payments tab as shown in Figure 1. This will then show the payment window as shown in Figure 2.

Step 4: Begin by typing in the amount of the payment, credit, discount, or adjustment in the amount column. If other payments already exist, use the mouse or down arrow key to move to the first unused payment line and enter the amount then press ENTER to move to the Ref# field. This field can be left blank but is usually used to define the check number.

Step 5: Press the ENTER to key again to move to the Date field. The Date field will default to today's date but can be changed to any date.

Step 6: Finally, move to the Type column and select the type of the entry. Payment types include, Adjustment, Credit, Discount, Payment (the default), Refunded Tax, and Credit Card.

Repeat these steps until all payments are entered.

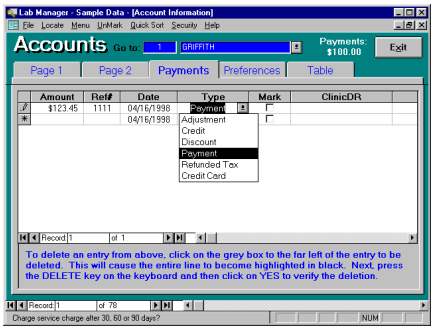


Figure 2

End of Month Processing

Here are 7 easy-to-follow steps for perfect Statements and End-of-Month processing.

At the end of each month, you will want to send each of your doctors a statement of all activity for that month. The exact day you print statements and close the month is not important. Most people close the month within a day or two of the actual end of the month, however, you can close on any day.

Step 1: Print all invoices you want to appear on the statements. Print the MTD Invoice Register to verify (See Figure 1). If the invoice is not on the report, it won't be on the statement.

Step 2: Enter all payments (checks) deposited in the bank this month. This is done in the Account entry screen. Remember, you want Lab Manager's total monthly cash receipts (checks and cash deposited in the bank) to match your bank statement. Print the MTD Cash Receipts Journal (See Figure 1) to verify all payments have been entered correctly.

Step 3: Print the Aged Trial Balance Report. (See Figure 1). This is the most important report you can print each month. This monthly summary shows you each doctor's beginning balance, his current sales (invoices), his total monthly payments (cash receipts) received, past due balances in the 30, 60, 90 day fields, any service charges and his total amount due as of that moment. It is a quick picture of what your statements will say before you actually print them. This is the time to catch any incorrect balances, before you print your statements. If you find an error on any of these reports, correct the error and reprint your reports.

Step 4: Print any other desired accounting and production related reports so that you have a record of' what was sold, produced, and owed (See Figure 1). Check the reports and if a problem is found, correct it and reprint all reports affected by the change. Make sure all data on the reports is correct before proceeding.

Step 5: Do your monthly backup. If you are unsure how to do a backup, see "BACK UP" covered on page 24.

Step 6: Print statements for all accounts (See Figure 2). Check over the statements before answering the question "**Did the statements print OK.**" If you find a problem answer NO, correct the problem, reprint any related reports, and reprint statements. If all of the statements printed correctly, answer YES and Lab Manager will proceed to **End Of Month Processing** which closes the

Figure 1

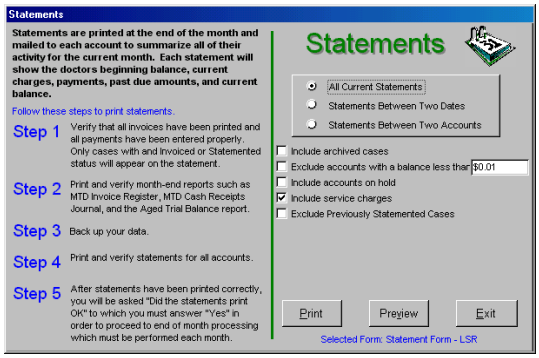

Statements
Statements are printed at the end of the month and mailed to each account to summarize all of their activity for the current month. Each statement will show the doctors beginning balance, current charges, payments, past due amounts, and current balance.
Follow these steps to print statements.
Step 1 Verify that all invoices have been printed and all payments have been entered properly. Only cases with and invoiced or Statemented status will appear on the statement.
Step 2 Print and verify month-end reports such as MTD Invoice Register, MTD Cash Receipts Journal, and the Aged Trial Balance report.
Step 3 Back up your data.
Step 4 Print and verify statements for all accounts.
Step 5 After statements have been printed correctly, you will be asked "Did the statements print OK" to which you must answer "Yes" in order to proceed to end of month processing which must be performed each month.
Statements
All Current Statements
Statements Between Two Dates
Statements Between Two Accounts
Include archived cases
Exclude accounts with a balance less than $0.01
Include accounts on hold
Include service charges
Exclude Previously Statemented Cases
Print
Preview
Exit
Selected Form: Statement Form - LSR

Figure 2

month.

It is very important that ALL statements get mark statemented by answering "Yes" to the question "**Did all statements print OK**." If you answer "No" then none of the cases are marked statemented. Cases that are not marked statemented will not get processed during **End of Month** processing and that will cause your account balances to be wrong. Therefore, if you are in doubt and you have printed statements for all accounts and you have not yet closed the month, proceed to the statement menu (Figure 2) and click on the Preview button. When the first statement is visible in the preview window, press the **ESC** key to exit and then answer the question "**Did all statements print OK**" by clicking "Yes."

If a problem is found after the month is closed, the only way to correct the problem is to restore a BACK UP of the data made just before closing the month. This is why it is very important to backup your data each month before closing. If something goes wrong during the month end closing, the BACK UP is your only salvation.

A few words before we do "**End of Month"** (EOM) processing. This process updates the material inventory, applies payments to the account balances, ages the accounts, computes service charges, archives the cases that have been statemented and prepares Lab Manager for the next month.

This function MUST be performed after printing statements at the end of the month before you start the next month.

Step 7: Closing the month. At the **End Of Month Processing** screen (Figure 3), select the month you are closing using the drop down list box labeled Month to Close and then click on the Start Processing button. Lab Manager will keep you informed of what it is doing in the status window above the Month to Close field. When the status window tells you that the process is complete, click on the Exit button and you are finished closing the month. That's all there is to it.

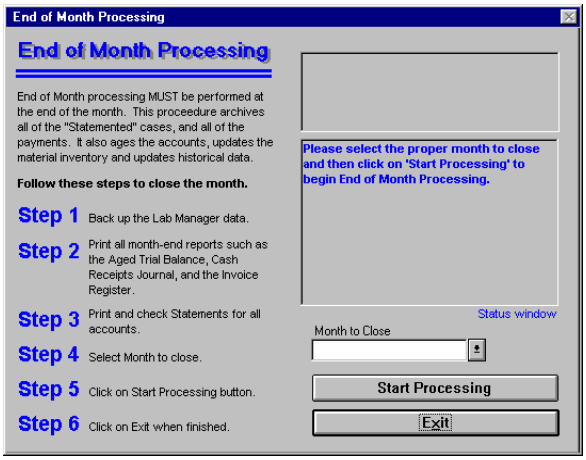

End of Month Processing
End of Month Processing
End of Month processing MUST be performed at the end of the month. This proceedure archives all of the "Statemented" cases, and all of the payments. It also ages the accounts, updates the material inventory and updates historical data.
Follow these steps to close the month.
Step 1 Back up the Lab Manager data.
Step 2 Print all month-end reports such as the Aged Trial Balance, Cash Receipts Journal, and the Invoice Register.
Step 3 Print and check Statements for all accounts.
Step 4 Select Month to close.
Step 5 Click on Start Processing button.
Step 6 Click on Exit when finished.
Please select the proper month to close and then click on 'Start Processing' to begin End of Month Processing.
Status window
Month to Close
Start Processing
Exit

Figure 3

Your Most Important Business Tool

Starting off as little more than a fancy calculator, the modern computer has evolved into the most important tool of the modern business. In an already large arsenal of business tools, computers now rule the business community in such areas as accounting, communications, information management, marketing, productivity, and record keeping. Many businesses would not, or could not, exist today without the aid of a computer. America would not lead the world in productivity without the computer. Is it any wonder that a computer can make the difference between a successful business and one that fails?

Accounting Tool

Accounts receivable (billing), accounts payable, payroll, general ledger, tax computations, and inventory control are among the accounting related chores a computer performs every day with speed and accuracy not possible in any other way. Businesses not using a computer for these functions may be limiting their potential, forcing them to remain small as a “Ma and Pa” type business.

While a computer should never replace a CPA or an accountant, a computer can greatly reduce the costs relating to the day-to-day chores of accounting leaving consulting and tax planning to the CPA or accountant. In our business, the office manager is able to perform all of the general accounting tasks, reducing meetings with our CPA to only a few times a year saving time and money.

Communications Tool

In the last few years, the use of the computer to communicate has grown exponentially. Email and instant messaging now play very important roles in day-to-day communications. In our business, we communicate with customers all over the world via email every day. Email is an integral part of our support and sales departments, allowing our customers half way around the world to order products and ask questions, even when we are closed. Instant messaging is used among our employees to communicate everything from phone messages to meeting times and places.

Information Tool

The Internet has made the computer a very powerful information and research tool. More powerful than the largest library! Today, we are able to find the product we are looking for at the lowest price without ever leaving the office. Airline tickets, office supplies, services of all types, you name it, it can all be found on the Internet. Shopping over the Internet has saved our company thousands of dollars every year. For example, our office recently purchased a new phone system with all of the bells and whistles. We started the process by searching the Internet for phone systems to see what was available. After we found out what was available and determined what products we wanted, we started looking for the best prices. We could compare features, costs, support, and availability.

That purchase alone saved well over a thousand dollars over a local solution.

Marketing Tool

It is a fact of life that customers will retire, die, or take their business elsewhere. If a business does not do something to constantly add new customers, their client base will eventually shrink to nothing. This is why marketing is such an important tool. Marketing is simply an effort to reach people that are not currently using your products or services with an offer that might attract them and eventually become a regular customer in the process.

Computer related marketing tools include word processing software for producing professional marketing letters, mailing lists of potential clients to address those marketing letters, database management tools to keep track of mailing and phone contacts, and desktop publishing software to help produce great looking sales brochures. In additional to all of the above, a website on the Internet can expand your market to cover the world and help you reach new customers you would not otherwise reach.

I learned a long time ago that if you market your products and services and bring in new clients on a regular basis, you have the luxury of getting rid of those dead-beat, slow pay or no-pay clients. Send those high maintenance clients to your competitor down the street. You will be better off for it.

Productivity Tool

Who could argue that computers increase productivity? Computers allow us to perform the work of many people. For example, our office just sent out its quarterly newsletter. Just 10 years ago this would have been a huge task taking days to finish. Today, however, the job can be accomplished by one person in just a few hours. Once the newsletter is created using a desktop publishing program, the stored database of names and address are printed on labels or directly on the newsletter, folded and mailed.

It is true that all of the tools I describe in this article help increase productivity. The way we bill, communicate with others, find new customers, and market our products and services, all increase productivity. But there is another aspect of increased productivity that should be mentioned and that is a by-product of all of these new productivity tools. This by-product is “reporting.” Using a computer to produce simple invoices can, with little extra effort, allow you to print a variety of production and inventory related reports. These reports can provide a window into your business that would otherwise not be possible without a great deal of effort.

Record Keeping Tool

Computers can store and manage vast amounts of data, as much as all of the information held in all of the books in a typical library. Accounting records, employee records, vendor and inventory information, marketing records, contracts, letters, proposals, emails, reports, the list goes on and on. Computers are great at organizing all of this data so that it can be retrieved quickly and easily at any time. Before computers, it was impossible when a customer called to order something, to know what they ordered last without going to the filing cabinet and pulling their last order. In our office, using a computer,

when a client calls in with a question on a bill or an order, our employee taking the call has all of the client's records on the screen in just a few seconds.

The ability to have all of this data at your finger tips is a tremendous advantage to a business. The following example happens often in our office. A client calls to order some invoice forms and asks for the form by the wrong name. Instead of sending the client the wrong forms, our employee mentions to the client the forms he just requested are different from the forms he usually orders and asks if he really meant to order the same thing he ordered last time. Easy access to the information stored on the computer saved shipping costs, research costs, and helped to maintain good customer relations; critical keys for a successful business.

Putting Things into Perspective

If your computer contains even a portion of the things I mentioned above, don't you think it is worth taking a few extra steps to protect the data? Doesn't it seem reasonable to spend a few extra bucks to make sure your data is safe and the system is working as efficiently as it should?

I receive calls every month from clients who just had a power surge causing the computer to fail or an employee accidentally deleted important files or the business was broken into, vandalized or robbed. The end result is the loss of important data. The first question is, "Do you have a backup of your data?" I am constantly amazed at how often people trust their business to a machine without ever taking steps to protect that data from a disaster or spend a few extra dollars to make it all work efficiently. I often wonder if these people would drive a car without insurance.

Discussing these issues with a client a few days ago, I suggested that he update his computer to a newer version of Windows. I knew that some of the problems he was having could be related to the old version of Windows he was using. I was surprised by his response. He said, "You mean I have to spend another $200?"

The point I am trying to make is "What is $200 when compared to what the computer means to your business?" In my business, an investment of $200 or $2,000 or even $20,000 would be worth it because of what it means to me in the long run. This leads me to the following suggestions.

Backup Your Data

Backup your data. In our office we store all of our data on a computer referred to as the server. It is called the server because all of the computers in the office store their data on it. You might say it "serves" the data to all of the other computers. The server has two hard drives in it, one is set up to mirror the other. What is saved on one hard drive is also saved on the other hard drive automatically. If one hard drive fails, the other will not be affected and no data will be lost. This provides a level of protection against hard drive failure, but does not protect against accidental erasures or theft. To protect us from those dangers, we backup daily on a Zip drive and, just as importantly, we rotate Zip disks. I recommend a five Zip disk rotation. Label one disk "Monday," another "Tuesday," and so on so that you have one for each day of the week. Then at the end of the day, backup your data to the disk labeled with that

day. Re-use these Zip disks week after week replacing them once a year or when they wear out. It is a good idea to place these Zip disks into a safe or take one home each week so that if the office if burglarized or has a fire you won't lose the backups.

In addition to the Zip drive backups, we also backup our data to CD at the end of the month. This CD is stored off the premises in case of fire. I have a drawer at home full of CDs from the office.

Finally, I have an icon on my computer that, when clicked, makes a copy of the data on the server to my computer. When I click on the icon, it simply copies the data to my computer; the process only takes a few seconds. I do this at least once each day.

If all of this seems to be extreme to you, consider the alternative. The Zip drive backup takes less than 10 seconds as does the backup to my computer. These means I invest less than a minute a day backing up my data. This sure sounds better to me than trying to re-type all of that data.

Tape Backup Devices

If I had a nickel for every time I heard a client tell me his automatic tape backup device stopped working several months before he needed it, I would have a lot of nickels. Backup devices are not immune to Murphy's Law. They seem to fail when you need them the most. Tape backup systems have their place but not in my office. If you use a tape backup device, verify that the backup is doing what you want it to do and verify it often.

This is true of any backup system, but it seems to be a bigger problem with tape backup systems. It might be due to the simple fact that people set them up and forget about them. For this reason, I prefer to backup to a Zip drive, Jazz drive, or CD. After I make the backup, I then verify that the backup is good on another computer. It is the only way to be sure.

Printers

Since I am on the subject, another area that businesses often skimp is on their printers. It is common for a business to spend less than $200 on a printer. For example, years ago we use to print all of our invoice and statements in a dot-matrix printer. For invoices that wasn't too bad, but at the end of the month, we had to print hundreds of statements. I use to dread that job. I had to start the statements printing and then stand over the printer to make sure that the paper did not jam or feed back into itself. Eventually we replaced the dot-matrix printer with a laser printer. Not only did the statements finish printing in a small fraction of the time but I didn't have to watch over the print job. It was fast, convenient, and looked more professional.

Now we are using an HP 4050 laser printer. The increase in speed and reliability made the cost (about $1,300) worthwhile. Another interesting benefit to a high-end printer is the cost to operate it. The HP 4050 is rated at about 8,000 pages per toner kit. The kit has a street price of about $100. We have found the toner kits for under $90 with coupons. This means that the cost of printing is about a penny per page. Compare that to the cost of printing on an inkjet printer which can be as high as 30 cents per page.

Professional Help

Most people don't think twice about paying a professional to fix their car when it stops working, or paying a doctor to make them well when they become ill. Along that same line, most people pay for insurance; health, life, automobile, fire, etc. These are good things that we should all be doing.

So why is it that some people don't see the value in seeking professional help with their computers? I would think that because most businesses today rely so heavily on computers for all of the reasons I have described in this article, and more, that maintaining the health of their computer system and software would be a high priority. This includes paying professionals to set up and maintain your computer network, purchasing software and hardware updates, and maintaining phone support agreements with your key software vendors.

I find it interesting that most of the support calls that come into our office each day have little to do with the software we sell. Instead, those calls are about printing, network, Windows, backup, or user related errors. The point is that no matter how good the software is, there are bound to be a few problems from time to time. This should be expected. In fact, the ideal thing to do is to plan for them by keeping your support agreement current. Businesses that pay for these professional support plans tend to take advantage of them by calling support personnel more often. This leads to fewer serious problems, increased computer and network reliability, less down time, and happier employees.

The Moral of the Story

When it comes to your business, it is better to;

- Recognize the importance of your computer system.
- Exercise an effective marketing plan to reach new customers.
- Invest the extra money.
- Keep computers and software up-to-date.
- Make the effort to protect your data.
- Use a printer and other equipment that doesn't slow you down or cost too much to operate.
- Maintain a good relationship with your hardware and software vendors.

The old saying that "you get what you pay for" applies to business as well.

How to Select a Computer

Hardware Guidelines

Computer systems are typically made up of several components which might include the main CPU (the computer itself), a monitor, keyboard, printer, related connecting cables, and any number of optional accessories such as a mouse or modem. Because needs vary from business to business, so must the computer components vary to meet these demands. For example, some computers are faster than others and some computers will have more memory than others. Some computers are ideally suited for accounting, but not for desk top publishing. With all of the variations in computer systems, the job of selecting a computer system can be a confusing one. In an effort to clarify all of this, the following will describe each of these components and provide some rules to help you select the best computer system to meet your special needs.

The computer or CPU:

This is usually the box into which the monitor, keyboard, and printer are connected. In this box is the computers CPU (the part that computes), the memory, floppy drives, hard drive, power supply, and the electronic circuit boards to send the appropriate signals to the monitor and printer. This is the heart of the computer system.

From 1981 to the present, the CPU matured from the 8088 to the 80186, 80286, 80386, 80486, and Pentium. At the time of this writing the Pentium 4 was the latest and hottest CPU available. Each of these CPUs offered significant improvements over its predecessor.

Today, the 8088 based computer is slow by comparison. This means that the user of an 8088 based computer might take an hour to do the same operation the user of a newer Pentium computer might do in a few minutes. In today's business world where time is money, the speed of the computer can make the difference between success and failure.

In addition to speed, the newer Pentium computers can address more memory and do it more efficiently. This means that programs can be larger, performing more sophisticated chores. Desk-top publishing programs are notorious for requiring lots of memory. This applies to modern spreadsheet programs, word processors, computer aided design programs, and much more. If you intend to use the popular "Windows"

environment you should plan on having at least 64 megabytes of RAM memory and preferably much more.

With prices on computers as low as they are, most people should consider a Pentium III based computer or better. In a network environment, where performance is an issue, the fastest Pentium III you can find with at least 128 megs of RAM should be considered. Work stations or stand alone computers performing less demanding chores such as accounting or simple word processing for a home or small business could do very well with a less expensive computer such as one based on the Pentium processor. Most dental laboratory software will operate very well on these less expensive computers.

As a rule, it is a good idea to shop for software first and then pick a computer that will properly support the most demanding software. Another good rule to follow is to plan ahead. How much business will your company be doing two years from now? Investigate some of the other things a computer might do for you. Will you be doing any marketing? If so, you might need a desk-top publishing program in the future. Are you going to grow? If so, you might need to network several computers together. Data base management is very popular and is just what computers do best. If any of these are in your future, you should consider buying a computer that will handle these program now so that you don't have to replace your computer some time in the near future.

Hard Drive:

A computer stores the programs and data on a hard drive and is capable of storing trillions of characters of information. This device is usually located inside the computer with all of the other electronic components and is not visible from the outside. The hard drive is a mechanical device that can store large amounts of information on a spinning disc (or discs) located within the mechanism. The discs resemble a miniature record made of a metallic or glass material covered with a metal oxide that retains magnetic information like a popular cassette tape stores music. This storage media is very popular and dependable, but not perfect. While hard drives will work flawlessly for many, many years, and most people will never have a problem with one, a wise computer user will make "backups" of the data on a regular basis just for insurance. If you backup the hard drive as part of your daily procedure, a hard drive "crash" or loss of data simply becomes a minor inconvenience.

To select the size of a hard drive, one should be very liberal. When it comes to hard drive space, you never seem to have enough. Desktop publishing programs and programs that uses a lot of graphics can consume millions of bytes of hard drive space. If you will be doing newsletters, brochures, advertising copy, etc., consider starting with a hard drive with at least 10 gigabytes or larger.

Floppy, Zip and Jazz drives:

Floppy diskettes are, in a way, portable versions of the hard drive and come in two physical sizes: 5.25 inch and 3.5 inch. Each of these sizes come in two data storage densities. The 5.25 inch size will typically store 360,000 or 1,200,00 characters. The 3.5 inch size will store up to 720,000 or 1,440,000 characters each. One is referred to as "standard" and the other "high" density. There is little difference in appearance between the standard and High Density diskettes, but there is a difference. The mechanical device located in the computer that stores information on the diskette is called a "disk drive" or just "drive". Now days, most computers contain only the 3.5 inch High Density disk drive.

In addition to the standard floppy drives, some computers now include a “next generation” drive such as a Zip or Jazz drive. Both drives store many times more information than the 3.5 inch High Density disk drive. I strongly recommend adding a Zip or Jazz drive to your computer for the purpose of making “backups” of your data.

Serial, Printer, and USB Ports:

Most computers, today, come with a place to plug in one printer and two serial devices such as a mouse or modem. The USB port is a general purpose port that can be used for a second printer, a scanner or other device. Having an extra printer is handy when you find yourself printing on different types of forms. Changing forms back and forth all day can really demonstrate the value of having the extra printer. Not all programs support extra printers, so you should investigate this before buying the second printer.

Tape Drives:

A tape drive is a device designed to be used as a backup device. The tape drive uses a small tape, about the size of a music cassette. When the backup program is launched, the information on the hard drive is copied to the cassette. It is then removed and stored in a safe place. These cassettes can be used over and over again and have a huge storage capacity. **We do not recommend the use of a tape back-up device unless the user is willing to take the time and effort to verify the tape back-up. All to often, tape back-up systems are implemented and forgotten, then, when the data is needed, it is found that the data on the tape is out-dated or unreadable.**

Keyboard:

The keyboard is another place one should not skimp. The keyboard is your primary interface to the computer. It makes sense that the keyboard should be as easy to use as possible, speeding you up, not slow-

ing you down. The 104 extended keyboard should be considered over the older style keyboards with fewer keys. How does having more keys help? Having more keys actually helps to reduce the number of keys you need to press to perform an operation. For example, on the older keyboards the arrow, home, end, insert, and delete keys share the numeric keys on the right portion of the keyboard. You must press the "Num Lock" key to enter a number using these keys and then press the "Num Lock" key again to use an arrow key. On a 104 keyboard these keys are separate and conveniently located.

Mouse:

A mouse is another device that can be connected to the computer via a special mouse port or a serial port. Today, almost all computers come with the Windows operating system which requires a mouse, therefore these computers will come with an appropriate mouse for that computer.

The mouse is a palm sized device that sits on the desk top with two or three buttons on it and a wire connecting it to the computer. Sliding the mouse left and right or up and down causes a corresponding movement of the cursor on the screen, with programs designed to recognize a mouse. The mouse is then used in conjunction with the buttons on it, to select, move, or change information on the screen. A mouse is a must when using some programs, a time saver with other programs, and just a convenience on many.

Monitors:

Monitors are another device I feel should not be skimped on. Like the keyboard you type on all day, the monitor is something you have to look at all day. The monitor should be easy on your eyes, even pleasing. Monitors vary in size and resolution, however, I recommend a 17 inch monitor or larger, capable of 800 x 600 resolution or better.

Printers:

Printers fall into several categories. The most popular being the "Dot Matrix" type. Dot matrix printers come in 9 and 24 pin. Nine pin printers use 9 pins aligned vertically and hammered against the paper with an inked ribbon in between to form the dots that combine to make a character. The 24 pin printers work the same way, but use 24 pins instead of 9 creating a much higher quality image. In general, 9 pin printers are inexpensive and good for printing reports while 24 pin printers are a little more expensive, but produce better quality print. The 24 pin printer is the best because of its print quality in billing applications. If you need to print on two-part forms, the dot matrix printer is your only choice.

Laser printers produce outstanding quality for both text and graphics. They are the choice for marketing,

word processing, desk-top publishing, and graphic applications. Even though laser printers produce unsurpassed quality output, they can not be used with carbon or NCR type forms. Most lasers can not print on continuous forms such as checks, labels, because they work like a copy machine and do not impact the paper.

The ideal choice might include one of each; a 24 pin dot matrix printer for printing continuous forms and a laser printer for everything else.

Color inkjet printers offer a low cost alternative to the laser and at the same time add color to your documents. Because the inkjet printer is usually slower than a laser printer, the laser printer is better for use in large billing and marketing applications while the inkjet printer is better for printing graphics, color charts, presentations, etc., in small quantities.

Disk Operating System or DOS:

The disk operation system is a collection of programs responsible for creating, changing, displaying, printing, copying, moving, and storing files. It is the DOS that manages the hard and floppy drives, seeing to the movement of all information within the computer. Without it a computer would be greatly handicapped.

DOS's have matured with age just like the computers they operate in. DOS 1.0 (version 1) was introduced in 1981. Today, DOS is built into the Windows operating system. At the time of this writing, Windows 2000 is the operating system of choice for home and small business.

Application Software:

Application software refers to programs that perform specific tasks and would include billing systems, payroll, word processors, data base management systems, etc. The list of applications available for the computer is almost endless. Because of this, a computer is rarely used in an office for only one purpose.

The computer is a very versatile instrument much like a pair of pliers. It's uses are limited only by one's imagination. One might buy a computer to do the billing, but, eventually it will be used for many other tasks as well. For this reason, your computer requirements should be expected to expand into other areas; this is natural. Buy your computer with this in mind. Buy a computer capable of growing as your business does. Make sure the computer has plenty of storage space for your current needs plus room to meet your needs two years from now. It's cheaper to buy a little more computer now than to have to replace it in a year or two.

Company Profile

Laboratory Systems Group, Inc. (LSG) is an Arizona corporation specializing in dental laboratory software and related products. Founded in the early 1980's and dedicated to offering quality software and after the sale support, the company quickly became the leading supplier of software in the dental laboratory industry with clients all over the world. LSG's flagship product is called Lab Manager and provides a computer solution for all aspects of the dental laboratory business, including billing, scheduling, marketing, production management, and quality control.

With the success of the Lab Manager product line, LSG became one of the largest suppliers of professional billing forms, envelopes and labels. Providing a wide range of forms, LSG offers attractive, yet inexpensive, single and multi-part forms for dot matrix, ink-jet, and laser printers. LSG also offers custom forms, made to your order, with your choice of size, color, and even pre-printed logo.

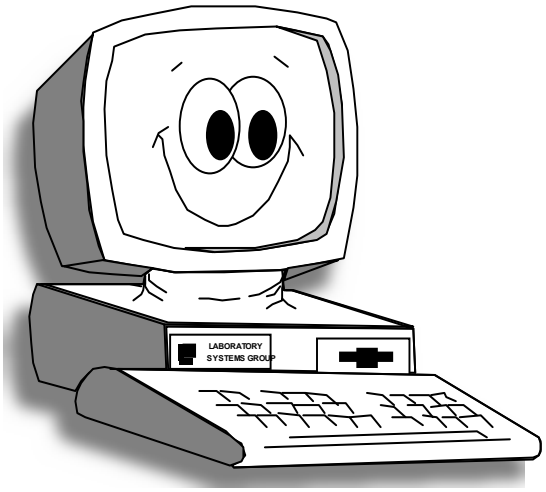
LSG is dedicated to helping the dental laboratory owner or manager successfully achieve their computer related goals by offering quality hardware and software, timely and courteous telephone support, related billing forms, envelopes, labels, professional training seminars, video tapes, and our informative quarterly "Connection" newsletter.

Mission Statement

Laboratory Systems Group, Inc. (LSG) is a national company focused on providing superior products and services to the dental laboratory industry.

Our mission is to expand our leadership position in the dental laboratory market by satisfying the needs of our clients in innovative ways; by being the best in everything we do.

We will create value for our customers by providing a highly professional, loyal and responsive team of employees to meet the needs of our customers today and into the future.



Lab Manager Money Back Guarantee

Each first time purchase of Lab Manager software comes with a 90-day money back guarantee. The following conditions apply or must be met in order for the purchaser to be eligible for a refund.

1) Upon receipt of your Lab Manager purchase, you must promptly complete and return the Sales and Warranty Agreement as instructed.

2) Your Lab Manager software must be installed and placed in use promptly after receiving it. If you do not intend to install it immediately, you need to contact Laboratory Systems Group, Inc. and notify us of your intent to delay using the software until a future date. Laboratory Systems Group, Inc. must then be notified on the date that the program is installed and put into use.

3) Each first-time purchase of Lab Manager software comes with an initial amount of phone support. (This does not include upgrades or updates). You must make the effort to contact the technical support group at Laboratory Systems Group as you have questions or problems in using the software. If you have no questions or problems, then no contact is necessary.

4) You must use Lab Manager appropriately in your daily business operations for a continuous 90 day period. *Our experience clearly shows that once a laboratory uses Lab Manager in this way, the lab will not want to give it up.*

If, after this 90 day period, you have complied with or met each of these conditions and are not completely satisfied with your Lab Manager purchase, you may request a refund of your original purchase amount **less a 10% restocking fee**. **Your request must be received by Laboratory Systems Group, Inc. within 30 days of the end of the 90 day trial period (120 days of the purchase/ installation date).** The refund will be processed upon receipt of all Lab Manager software, manuals and materials at the offices of Laboratory Systems Group, Inc., 1718 E. Rose Lane, Phoenix, AZ 85016. All costs related to returning these materials are the responsibility of the customer, not Laboratory Systems Group, Inc.

In no event will LSG be liable for damages, including loss of profits, lost savings, or any other incidental or consequential damages arising from your use or inability to use the software.

Effective Date: 1/1/1999

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